

Ask Acorn
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Ask Acorn's Complaint Procedure

Our Commitment to You

We are committed to providing fair, prompt, and courteous service to all our customers.

Step 1: Acknowledgment

Your complaint will be acknowledged in writing within 5 business days.
You'll be informed of the person handling your complaint and assigned contact person(s).
Oral complaints are treated the same as written ones, with written correspondence provided.
Where we have an email address for you, written complaint correspondence will be sent by email.

Step 2: Investigation

We aim to investigate your complaint and issue a final response within 40 business days.
You'll receive written updates every 20 business days during the investigation.

Step 3: If Not Resolved Within 40 Days

If the complaint is not resolved within the 40 business day period and a final response is not issued, we'll inform you of the expected timeframe for response.
You may refer the matter to the Financial Services and Pensions Ombudsman at this stage.

Step 4: Completion of Investigation

Within 5 business days of completing the investigation, we will:

Provide a written decision.
Explain how the decision was reached.
Outline any offer or settlement terms.

Step 5: Referral to Financial Services & Pensions Ombudsman (FSPO)

You have the right to refer your complaint to the Financial Services and Pensions Ombudsman if:
(A) We haven't issued a final response to your complaint within 40 business days.
(B) You are dissatisfied with the outcome of our investigation.

Contact Details for:

Financial Services and Pensions Ombudsman

Address: Lincoln House, Lincoln Place, Dublin 2, D02 VH29
Phone: (01) 567 7000 Email: info@fspoi.ie Website: www.fspoi.ie