



Raindrop's Complaints Policy

If you feel dissatisfied with any aspect of our service, then in the first instance please contact Vivan Shridharani at +44 7851 920142 or hello@myraindrop.co.uk. We will immediately carry out an independent investigation of your complaint and will provide a written response.

If we cannot resolve your complaint within three business days, we will refer your complaint to our principal firm, Resolution Compliance Limited, to complete and communicate the outcome of the investigation to you.

If we are unable to resolve your complaint to your satisfaction and you are an eligible complainant as defined by the Financial Conduct Authority (that is to say, an individual consumer, a micro-enterprise [a commercial enterprise which employs fewer than 10 people and has a turnover or annual balance sheet that does not exceed €2 million], a charity with an annual income of under £1 million, a trustee of a trust having a net asset value of under £1 million, or a borrower under a consumer buy-to-let agreement, then you will have recourse to the Financial Ombudsman Service.

From 1st April 2019, the following category of complainant will also become eligible to use the Financial Ombudsman Service; small and medium-sized enterprises (SMEs) having an annual turnover of under £6.5m and either fewer than 50 employees or an annual balance sheet total of under £5m.

Details of the Financial Ombudsman Service are:-

The Financial Ombudsman Service
Exchange Tower, Harbour Exchange
London E14 9SR

complaint.info@financial-ombudsman.org.uk

020 7964 1000 (switchboard)
+44 20 7964 1000 (for calls from outside the UK)
020 7964 1001 (main fax)

0800 023 4 567
Calls to this number are now free on mobile phones and landlines
0300 123 9 123
Calls to this number cost no more than calls to 01 and 02 numbers