

ENVESTORS

Envestors Complaints and Appeals Policies and Procedures

Envestors places a premium on delivering exceptional customer service and as such takes all complaints and appeals very seriously. We therefore operate the following policies and procedures in handling and responding to complaints and appeals.

We classify a complaint and an appeal as:

- **A complaint** – the applicant makes a complaint about the process, the service provided, the detail of the application procedure or a member of the Envestors team.
- **An appeal** – an appeal against the outcome of the process

Complaints Procedure

If there are complaints, they will be overseen by a Company Director working in conjunction with the assigned account manager.

Any customer wishing to make a formal complaint should do so by writing a formal email detailing the full nature of the complaint and forward to complaints@envestors.co.uk

Once a customer complaint has been received, we will act to ensure that the situation is fully addressed. The process for responding to a complaint being:

- **Register** – Envestors maintains a Complaints and Appeals Register to record all complaints. This register will include details of the complaint, customer's details, the date the complaint was received, and the actions taken to resolve the complaint.
- **Acknowledge** – Envestors will acknowledge any received complaint within 2 working days of receipt keep the applicant fully informed throughout the review process.
- **Notify Home Office** – If the complaint is in connection with our Endorsing Body services, we will notify the Home Office operational team on receipt of the complaint, within two working days of receiving the complaint.
- **Review** – One of our Company Directors will meet with internally assigned personnel to review the formal complaint, including reviewing the process and actions for compliance with Envestors' processes and check that appropriate behaviours were applied to the process. This may involve gathering information, interviewing relevant personnel, and reviewing documentation. The investigation will be conducted impartially and with due diligence.
- **Decision** – Our assigned Director overseeing the complaint will decide on the appropriate course of action to resolve the complaint - either acknowledge validity of complaint or refute the grounds for the complaint; communicate the outcome of the review to the customer; if relevant propose corrective action; agree action with customer. This may involve providing an explanation, offering an apology, providing a solution, or making a goodwill gesture. The resolution will be communicated to the customer in writing.

- **Close** - Envestors will communicate the outcome of the complaint within 2 working days after resolution. Envestors will review the process to identify any areas for improvement. If appropriate, we will also inform the Home Office if the complaint is in relation to visa endorsement.
- **Timescale** - Our target timescale to resolve any issues is within 10 working days, albeit we would endeavour at all times to beat this target.

Appeals Procedure

Any customer wishing to make a formal appeal against the outcome of their visa endorsement decision should do so by writing a formal email detailing the full nature of their appeal rationale to appeals@envestors.co.uk

Any appeals which do arise will be addressed by the following process:

- **Register**– receive and log formal appeal. Envestors maintain an Appeals Register to record all appeals. This register will include details of the appeal, the customer's details, the date the appeal was received, and details of actions taken.
- **Acknowledge** – Envestors will acknowledge any appeal within 2 working days of receipt and will keep the customer fully informed throughout the process.
- **Notify Home Office** – Envestors will notify the Home Office operational team on receipt of an appeal within two working days of receiving the appeal.
- **Appeals Committee Review** – Envestors will convene an Appeals Committee meeting, comprising of the Envestors MBEB Concession Director, the assigned Account Manager and an independent Director meeting to review the appeal and review the evaluation and outcome of the application within 7 working days of the appeal being formally lodged.
- **Action** – consider the appeal, review the complaints process (if applicable) for compliance with Envestors' procedure; review the application evaluation process for full compliance with procedures; review the formally submitted business plan; review the metric based scorecard and any ancillary research and findings; review the rationale submitted for the appeal. This may involve gathering information, interviewing relevant personnel, and reviewing documentation. The investigation will be conducted impartially and with due diligence.
- **Decision** - Decide on the appropriate course of action to respond to the appeal - either confirm original endorsement decision and the basis for that decision; or correct the decision and the basis for changing the decision; communicate the outcome of the review to the customer. This may involve providing an explanation, offering an apology, providing a solution, or making a goodwill gesture. The resolution will be communicated to the customer in writing.
- **Close** - Envestors will communicate the outcome of the appeal within 2 working days after resolution to the customer. Envestors will review the process to identify any areas for improvement. Envestors will also inform the Home Office operational team of the outcome of the Appeals Committee review.

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- **Timescale** - Our target timescale to resolve any issues is within 10 working days, albeit we would endeavour at all times to beat this target.