



Complaints Handling Policy

For Lifestyle Perks

Post:

Lifestyle Perks

PO Box 7622

LONDON

W1A 1QW

Email: hello@lifestyleperks.co.uk

Telephone: 0330 460 9561

How do I lodge a complaint?

We are proud of our commitment in providing high-quality products and services to all of our customers. However, when something goes wrong, we want to hear from you as soon as possible so we can rectify it and improve our service going forward.

If you have a complaint or any feedback, please email us at hello@lifestyleperks.co.uk with the details of your query.

For complaints, please mark the subject as **Official Complaint** to ensure it is handled by the right team.

What will happen once I have lodged a complaint?

1. Within three working days of receiving your email, you will receive an email reply acknowledging the receipt of your complaint.
2. We will then investigate your complaint, ensuring all information is reviewed and understood. We may at this stage reach out with a request for further information or clarity to ensure we completely understand the complaint. As part of the investigation, we may need information from third parties which may take some time to obtain.
3. Once the investigation is complete, we will send you a detailed reply to your complaint, including our suggestions for resolving the matter. This is normally within 21 working days of us sending you the acknowledgement email. However, we may not be able to meet this timeframe if there is a delay in obtaining necessary information from you or a third party. We will, however, regularly update you should this happen.
4. Following your response and the resolution of any further issues, we will confirm our final position on your complaint and explain our reasons.