

Bottomline Payment Services Complaints Procedure

Bottomline Payment Services are regulated by the Financial Conduct Authority and therefore follow the rules set out by the regulatory authority when managing complaints.

If you have a complaint about our service we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:



To make it easy for you to tell us about your complaint



To deal with complaints fairly, efficiently and effectively



To ensure that all complaints are handled in a consistent manner



To make sure you are satisfied with how your complaint was resolved



To increase customer satisfaction



To use complaints constructively in the planning and improvement of all services

If you're not satisfied with any aspect of our service, you can tell us about your complaint in the following ways:

In writing

Address your letter to the General Manager

Bottomline Payment Services Limited
16 Daresbury Court
Evenwood Close
Manor Park
Runcorn WA7 1LZ

By telephone

0344 8266 700

By Support Ticket / e-mail

Contact us via the ticketing system within the client administration portal or by emailing

bps-clientservices@bottomline.com

What's next?

We aim to resolve your complaint straight away. However, if we have not been able to do so we will aim to resolve the complaint within 15 business days.

If we have not been able to resolve your complaint within 15 business days, we will write to you to explain:

- Why we have not yet resolved your complaint
- Who is dealing with your complaint
- When we will contact you again, this will not exceed 35 business days from when you reported the complaint to us



Our response

Once we have fully investigated the matter, we will write to you confirming our decision, how it was reached and any offer of redress and/or what remedial action was taken where this is appropriate. Should you be unhappy about our response, you may refer the matter to the Financial Ombudsman Service.

The Financial Ombudsman Service (FOS) is an independent arbitration service provided free for customers. Should you be dissatisfied with our response you may contact the FOS within six months, unless informed otherwise, using the contact details below:

Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Connect with us



EMEA Headquarters