

CLIENT CARE POLICY

Introduction

Delivering quality service is one of our key objectives and we believe that our clients deserve to be treated with dignity, respect and courtesy.

We aim to provide you with a reliable, efficient, friendly and compassionate experience, adapting our services when and where possible to meet individual needs while continually striving to improve.

Client focused approach

Our core principles are:

- **To provide high quality service**
Many of our employees are members of the Association of Professional Genealogists (APG), the world's largest organisation for professional genealogists, renowned for its commitment to ethical standards, education, and advocacy in the field of genealogy.
- **To communicate in a professional, timely and polite manner.** Our teams receive professional telephone training and are supported by technology to ensure every client message is handled quickly and courteously.
- **To promote transparency of service** by issuing clear service terms delivered in jargon-free language. Our website has received the Internet Crystal Mark as part of the Plain English Campaign.
- **To act with a degree of compassion and sensitivity**
Our team have completed specialist bereavement training, equipping them to communicate sensitively and respectfully with individuals who may be recently bereaved.
- **To safeguard client privacy and ensure compliance with data protection regulations**, including the UK GDPR (Data Protection Registration number is Z6654345).
- **To conduct our business responsibly and with integrity**
As a Friends Against Scams organisation, we actively support a national initiative to inform, educate, and protect individuals from the growing threat of scams. Our team has received adult safeguarding training and we aim to treat all clients

fairly, courteously and with respect, regardless of race, gender, colour, creed, age or sexual orientation.

Client Feedback

We welcome all constructive feedback to help monitor our service quality and ensure we're working to a five-star standard.

We proactively seek and monitor client feedback via satisfaction surveys and online review platforms such as Feefo, Google and Trustpilot. Feedback is reviewed regularly by senior management and used to implement improvements across our services.

In 2026 we proudly received the Feefo Gold Trusted Service Award, a testament to our consistently high standard of customer service.

How to raise a complaint?

We aim to provide our services in line with our core principles, with reasonable care and skill and in accordance with good industry practice. Occasionally things can go wrong and we thank you for telling us if our service is not meeting your expectations. We are here to assist from Monday to Friday, between the hours of 9am and 5pm.

STEP 1. The first step is to speak to your case handler or the member of Finders team you have been liaising with. Within 2 working days of receiving your complaint we aim to acknowledge it and will note any preferences you may have regarding resolution.

We will proceed with investigating the complaint and will reply to you within 10 working days. Should our investigations take longer and a full complaint resolution is not possible within this timeframe, we will contact you to advise how long our investigations are likely to take.

STEP 2. Our employees will do their best to resolve your complaint, but if your concerns are not fully addressed, the complaint can be escalated to Finders Senior Management by sending an email to clientcare@findersinternational.com. A complaint can also be made in writing to **Client Care Team, Finders International, 6-8 Vestry Street, London N1 7RE.**

We will acknowledge the receipt of your complaint, investigate it further and will issue a response within 10 working days. Should our investigations take longer and a full complaint resolution is not possible within this timeframe, we will contact you to advise how long our investigations are likely to take.

STEP 3. We are proud members of the International Association of Professional Probate Researchers (IAPPR), upholding the highest

standards in the industry. If you continue to be dissatisfied with our response to your complaint, you have the option to contact IAPPR for further advice- email: contact@iappr.org.

Equality and Diversity

We are committed to promoting fairness, equality and diversity in our working practices, and aim to ensure equal access to all services for all clients, being mindful of how services can be offered in alternative forms.

Our employees will not discriminate or harass clients based on:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

This applies to all interactions and service delivery.

We are committed to creating and maintaining a non-discriminatory, safe and respectful working environment for our employees; for their protection, and to also ensure our clients receive the best service possible. Our commitment to the highest standards of openness and accountability extends to our Whistleblowing Policy, including guidance on raising concerns about issues such as unacceptable behaviour, corruption, malpractice or fraud without the fear or possible reprisals and/or victimisation.

We acknowledge our responsibilities in relation to tackling modern slavery and commit to complying with the provisions in the Modern Slavery Act 2015. Our recruitment and people management processes are designed to ensure that all prospective employees are legally entitled to work in the UK and are safeguarded from abuse or coercion.