

Complaints Handling Process

We pride ourselves on our standards of customer service and fully observe the standards of “Treating Customers Fairly” as set out by the Financial Conduct Authority.

If you wish to make a complaint you should contact the office manager (01752 662486) in the first instance. We will give you a Consumer Credit Association (CCA) Customer Complaints Procedure leaflet which clearly sets up your pathway for making a complaint. We will try to resolve your complaint within three working days. If the complaint has still not been resolved with us after eight weeks you have the option of contacting the Consumer Credit Association or the Financial Ombudsman Service (FOS). Both of these services are free to use.

CCA Contact details, Complaints Dept, CCA, 1 Minerva Court, Chester, CH1 4QT. Telephone 01244 – 394760, email cca@cca.org

Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone 0800 023 4567, website www.financial-ombudsman.org.uk