



COMPLAINTS POLICY

The following complaints procedure is made available to every customer upon request, is published on the company's website, and is included in summary form in our customer documentation.

We are committed to resolving complaints as quickly as possible. In the unlikely event that you wish to make a complaint, please put this in writing and send it to the following address: Unit 6, Mills Hill Works, Corbrook Road, Chadderton, OL9 9SD.

Additionally, you can call us on 01706 404143

Our aim is to acknowledge receipt of your complaint and resolve this within three working days; if however this is not possible we will respond to your complaint in full within eight weeks.

If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to –

The Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR

If you want the Financial Ombudsman Service to look into your complaint, you can do so free of charge but you must contact them within six months of the date of any final response issued. Although there are time limits for referring your complaint to the Ombudsman, we will consent to the Ombudsman considering your complaint even if you refer the complaint outside the time limits.

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