

Complaints Procedure External

We hope you will be happy with our services. However, if for any reason you are dissatisfied with any aspect of the service you may make a complaint by any reasonable means which can include telephone, email or letter. Our contact details in order to make a complaint are:

Telephone: XXXXXXXXXX

Email: info@creditclaimassist.co.uk

Postal Address:

Ground Floor,
Smokehall Lane,
Winsford,
CW7 3QG.

Once your complaint has been received it will be acknowledged promptly and you will be contacted by our complaints officer. They will endeavour to resolve the issues with you. If the complaint can be resolved to your satisfaction informally, they will issue you with a summary resolution communication which will detail our understanding of your complaint and how it was resolved.

If we are unable to resolve the complaint to your satisfaction within 3 working days, a thorough and impartial investigation of your complaint will be undertaken. Once the investigation has been completed, you will be provided with a final written response, detailing our understanding of your complaint, our findings and any resolution we intend to offer as soon as possible, and in any event within 8 weeks from the date of your complaint. In the unlikely event that we are unable to deal with your complaint within 8 weeks we will write to you to explain why.

If you are not happy with our final response or we have not provided you with a response within 8 weeks, then you can contact the Financial Ombudsman Service. The Financial Ombudsman Service is a free, impartial and independent service set up by the Government which deals with complaints about the service you have received.

You must complain to the Financial Ombudsman Service within six months of receiving a final response to your complaint from us specifying your right to complain to the Ombudsman and of the six-month time limit. A complaint to the Ombudsman must also be made not more than six years after the act or omission complained about or not more than three years from the date when you should reasonably have known that there were grounds for complaint.

Further details about how to make a complaint to the Financial Ombudsman Service can be obtained from their website at: <https://www.financial-ombudsman.org.uk>