

## Complaints:

### Contact Us – We're here to help

At Capital Source Finance we are committed to providing you with a first-class service and effectively delivering the products and services you need. Even with the best of intentions, we know things can go wrong. So, if for any reason you are not entirely satisfied with any aspect of our service, please let us know as soon as possible. We'll investigate the situation and where necessary, set about putting things right as quickly as possible. We may also take steps to avoid similar problems happening in the future. Your views are important to us and your feedback is key to improving the products and services we offer



All complaints will be brought to the attention of senior management and handled by an employee of sufficient competence, granted they are not directly involved with the complaint. If you feel any complaint has not been handled to an acceptable level the information contained in this document will advise you how to bring it to our attention.

Examples of the types of complaints covered by this code of practice are

- Mistakes
- Delays
- Poor or misleading advice or guidance
- Staff behaviour
- The way in which we administer your file
- Payment/Refund related matters.

### Do you have a Complaint?

We would like to hear from you if you feel like you have a complaint about any aspect of our service. You can contact us by telephone or in writing whether it is by email fax or post.

**Telephone** – 01617860910

**Email** – [Info@debtlegal.co.uk](mailto:Info@debtlegal.co.uk)

**Fax** – 01613868786

**Registered Address** – The Complaints Team, Capital Source Finance, Anchorage House, 252 The Quays, Salford Quays, Salford, M50 3SD.

Your first point of contact could be your initial advisor or your customer relationship advisor they may be able to provide you with the necessary information to resolve your complaint. Wherever possible whoever answers the phone will try and resolve your complaint immediately.

Following this if you feel the complaint was not satisfied or you wish to make a complaint directly to the company you should provide us with:

1. Your full name and address, including your Client ID number.
2. Full details of your complaint and the results of any contact you have had with the company in relation to it.
3. Photocopies of any relevant paperwork: and
4. A day time contact telephone number.

This will then be escalated to a Team Leader.

## Capital Source Finance complaints procedure.

If we are unable to resolve your complaint by the following business day, we will issue a written acknowledgement of your complaint within 5 working days.

Any required final response will be issued promptly following an investigation into the complaint. If we are not able to issue this statement within 4 weeks we will contact you to make you aware of when the response is likely to be issued.

We will make it a priority to send a final response to you within 8 weeks of the receipt of your complaint. We will write you and explain when the final response will be received should we fail to do so in this time. If once the final response has been received and you remain unhappy with the results you may refer the complaint on to the Financial Ombudsman Service.

## The Financial Ombudsman Service.

The Financial Ombudsman Service will review your complaint should you feel unsatisfied with the results of the final response and if you are eligible. In order for the Financial Ombudsman Service to review your complaint it must be submitted to them within 6 months of our final response.

With our final response we will include a copy of the Financial Ombudsman Service's explanatory leaflet. Alternatively you can obtain a copy directly.

**Address** - Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

**Consumer Helpline** - 08450801800

**Email** - [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website** – [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)