

Customer Complaints Procedure

‘Our aim is to always provide an exceptionally high level of service to all our customers. Where customers are unsatisfied, it’s important to us that this is dealt with objectively, fairly and as quickly as we are able to.

The following procedure explains how we deal with complaints, our commitments to you and what action to take if you think your complaint has not been resolved to your satisfaction.

If you have a complaint about any of our service, then we would like to hear from you. Please use the details below to let us know –

E: info@castlecreditfinance.co.uk

T: 01296 640597

P: FAO Castle Credit Finance Ltd, 1 Crossways Business Centre, Bicester Road, Kingswood, Aylesbury, Buckinghamshire, HP18 0RA

We kindly ask, so that we can look into your complaint as quickly as possible, you include as much details as you can. However, if we are missing anything we will be in touch. We will aim to come back to you within 48 working hours of receiving your complaint.

If we are able to investigate and resolve your complaint within 3 days, you will receive a summary resolution response from ourselves which will detail our outcome and findings.

In the event our investigations take longer than 3 days, we will issue you a Final Response within the 8-week timescale. Whilst we try to close any complaint before this 8-week time frame, we do need to make you aware we do have this time. Our final response will include detailed information of your complaint, our investigation and the resolution we have come to. If you are not satisfied with our Final Response or the handling of your complaint, within the 8-week time frame, you can contact the Financial Ombudsman service using the details below. You must do this within 6 months of our final response.

W: www.financial-ombudsman.org.uk

T: 0800 023 4567

P: Exchange Tower, Harbour Exchange, London, E14 9SR’