



Customer Complaint Procedure

Our aim is to always provide an exceptionally high level of service to all our customers.

Where customers are not satisfied, it's important to us that this is dealt with objectively, fairly and as quickly as we are able.

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 our service, then we would like to hear from you.

Please use the details below to contact us –

E: info@castlecreditfinance.co.uk

T: 01296 640597

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

For us to manage your complaint as quickly as possible please ensure you include as much detail as you can, however, if you have missed anything we will contact you. Receipt of your complaint will be acknowledged within 3 business days.

We will investigate and provide a Final Response detailing your complaint, our findings, and the resolution we have reached within the 8-week timescale expected by the Financial Conduct Authority [FCA].

If you are not satisfied with the Final Response or the handling of your complaint you can contact the Financial Ombudsman Service using the details below, this must be within 6 months of the Final Response.

W: www.financial-ombudsman.org.uk

T: 0800 023 4567

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

Please note if your complaint is regarding a car finance agreement or commission that was before 28th January 2021, we need to make you aware that the current 8-week timescale to respond to your complaint is currently paused. This is due to the investigation and review the FCA are carrying out within the Motor Finance Industry regarding the handling of such complaints. Please note we will still work to resolve your complaint and keep you updated throughout the process; however, we need to make you aware that we do not have to respond to your complaint until after 25th September 2024 at the earliest.

We also need to make you aware that if you are unhappy with the Final Response, the FCA have extended the deadline for referring complaints to the Financial Ombudsman Service (for these types of complaints only) from 6 months to 15 months if you are sent a Final Response between 12th July 2023 and 20th November 2024. You can find further information on the work the FCA is carrying out via this link- <https://www.fca.org.uk/carfinance>.