

Making a complaint

Creditor address

Dear Sir/Madam

Account No:

We would like to make a complaint against your company. The details are set out below.

Paragraph outlining the nature of your complaint. Say what you are not happy with and what you want the lender to do about it.

We understand that you must send a written acknowledgement of our complaint within 5 business days of its receipt. If you are unable to resolve our complaint within 4 weeks you must send a holding response, explaining the reasons why and indicating when you will make further contact.

If you fail to resolve our complaint within 8 weeks, or if matters are not settled to our satisfaction, we will have no alternative but to escalate our complaint to the Financial Ombudsman Service. This could result in you being ordered to pay compensation if our complaint is upheld.

We look forward to your reply.

Yours faithfully