

Complaints

We aim to provide you with a high level of service at all times, but if you should wish to make a complaint about our service we have a formal complaints procedure, and in the first instance you should contact the Managing Director at the following address, Office 35 Corby Enterprise Centre London Road Priors Hall Corby NN17 5EU.

We will acknowledge receipt of your complaint within 5 working days, and will aim wherever possible to resolve your complaint within this timescale. If immediate resolution is not possible and our investigations take longer we will write to you with an interim report at the very least within 28 working days, and will continue to work towards resolving your complaint at the earliest opportunity.

In the event that we are unable to satisfy your complaint, you may be eligible to refer the matter to the Financial Ombudsman Service (FOS). Further information is available by calling the FOS on 0800 023 4567 and at:
<http://www.financialombudsman.co.uk/>