

# Complaints Procedure

At Innovative Finance.co.uk Ltd, customer relations are something that we strive to maintain and improve. Any complaint received is taken very seriously and is dealt with professionally and courteously in accordance with our internal complaints service.

Our internal complaints procedure is designed to resolve our clients concerns quickly and efficiently

## How to make a complaint?

You may put your complaint in writing to:

The Complaints Manager  
Innovative Finance  
2nd Floor Metropolitan House  
Station Road  
Cheadle Hulme  
Cheshire  
SK8 7AZ

## What happens next?

You will receive an acknowledgment in writing within 5 working days of receipt. Our Complaints Department will thoroughly investigate your concerns and a response will be issued within 4 weeks. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress. If we do not hear back from you within 14 days of receiving our response, we will assume that your complaint has been resolved and your file will be referred back to the relevant department

## I'm not satisfied with the response, what can I do?

If you do not feel that your complaint has been resolved satisfactorily please write a letter to explain why and ask for a further review

## What happens next?

Your case will be reviewed by our Complaints Manager, and a response will be sent within 8 weeks from the date we first received your complaint. This is the final stage of our internal complaints procedure

## If I remain dissatisfied, who can I write to?

If you have received a final response and still consider your complaint to be unresolved, you have the right to refer your complaint to the Claims Management Regulator.

Please note, the regulator will only intervene once all steps of the Company's in house complaints procedure have been followed. The Claims Management Regulator can review the handling of the complaint and give a direction on further handling of the complaint.

Claims Management Regulation  
Monitoring and Compliance Unit  
57 – 60 High Street  
Burton–upon–Trent  
Staffordshire  
DE14 1JS  
Tel 0845 450 6858 / 01283 233309  
<http://www.claimsregulation.gov.uk>  
Email: [info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)

N.B. We reserve the right to decline to consider a complaint which is made more than 6 months after the complainant became aware of the cause for compensation.