

complaint

handling procedure

We're proud of our reputation and take complaints about our service very seriously.

We understand that making a complaint can be a stressful experience. We make every effort to deal with complaints as quickly and fairly as possible.



moneybarn
credit you can trust

For more information,
please contact us:

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Moneybarn is a member of the
Finance and Leasing Association and
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Moneybarn is authorised and regulated
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Complaint Handling Procedure

We strive to offer the highest level of customer service and we take any concerns you have seriously. If you are unhappy about our service, now or at any time in the future, this leaflet explains how we will address your concerns.

Step 1

When we receive your complaint, we aim to resolve your concerns within the first 3 working days if we can. Specially trained members of our team will investigate your complaint and report back to you. If you are happy and accept their proposed resolution, we can agree to close your complaint and we'll confirm that in writing.

Step 2

If you're still unhappy and we can't agree an early resolution with you, your complaint will be escalated and assigned to a member of our dedicated Complaints Team. We'll send you a letter confirming their contact details within 5 working days. They will be your personal point of contact while we fully investigate your complaint.

Step 3

We may ask you to provide additional information and evidence relating to your complaint, so we can fully understand and assess your individual case.

Step 4

Your dedicated complaint handler will investigate your complaint fully and ideally write to you within 4 weeks to confirm their findings and a suggested resolution. If at the 4 week point we need more time to further investigate your complaint, we will send you a holding letter confirming this. As soon as we're confident we can give you a considered and unbiased decision we will send you a final response letter. We will do this no later than 56 days (8 weeks) from when we received your complaint.

If you are unhappy with our decision and the resolution we propose, you can refer your complaint to the Financial Ombudsman Service (FOS). They can be contacted on: **0800 023 4567**, **complaint.info@financial-ombudsman.org.uk** or at **The Financial Ombudsman Service, Exchange Tower, London E14 9SR**.

You can find further information about our Complaints Handling Procedure, the service offered by the FOS, and also the EU Online Dispute Resolution service on our website: **www.moneybarn.com/complaints**

