

The Financial Ombudsman Service

The Financial Ombudsman Service is an independent organisation. They sort out complaints consumers and financial businesses haven't been able to settle themselves.

If for some reason we haven't been able to sort out your complaint within 8 weeks, or you're not satisfied with the resolution you can refer your complaint to The Financial Ombudsman Service.

If you receive a final response letter from us, and you want to contact The Financial Ombudsman Service, you'll need to do this within 6 months of receiving our final response letter.

To find out more about the service visit:
financial-ombudsman.org.uk

You can contact The Financial Ombudsman Service by writing to:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Alternatively you can phone them on
0800 023 4567.

Braille, large print or audio format?
If you would like this information in another format call us on **0330 124 3914.**



Contact Us:

0330 124 3914

customer.support@responsiblelending.co.uk

www.responsiblelending.co.uk

P.O. Box 277 Sheffield S98 1RP

Registered office: Unit 8 ABC Killinghall Stone Quarry, Ripon Road, Harrogate, HG3 2BA Responsible Lending Ltd is registered in England & Wales. Company No. 09801855. Responsible Lending is authorised and regulated by the Financial Conduct Authority FRN763158.

The logo for Responsible Lending, featuring the word "RESPONSIBLE" in a large, white, serif font, with a small lighthouse icon integrated into the letter "I". Below it, the word "LENDING" is written in a smaller, white, sans-serif font.



What To Do If You Have A Complaint



We Take Complaints Seriously

We are sorry you have had the need to make a complaint.

We continually strive to provide you with an outstanding level of customer service.

If you have had any problem with any part of your experience as one of our customers we would like you to let us know.

Letting us know gives us the chance to put things right and helps us prevent it from happening again.

How To Tell Us

Call our Customer Services Team to discuss your complaint.

0330 124 3914 (local rate cost)

Alternatively you can email our Customer Support Team.

customer.support@responsiblelending.co.uk

Or write to us:
Customer Support
Responsible Lending
P.O. Box 277
Sheffield
S98 1RP

How We Will Handle Your Complaint

Once we have been made aware of the issue we will do everything we can to resolve it within 3 working days.

Some complaints can take a little longer to resolve. If we have not reached a resolution within 3 working days we will write to inform you that the investigation is ongoing.

If the complaint does require further investigation this could take us up to 4 weeks to complete.

In the event we need more than 4 weeks we will send you a holding letter to reassure you we are still investigating.

If however after 8 weeks we can not agree a resolution or is not resolved to your satisfaction you have the right to approach the Financial Ombudsman Service.