

Golf Credit Ltd Complaints Handling Procedure

Complaints Handling Procedure

It is the aim of Golf Credit Ltd to provide a very high standard of service to every customer. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our customers.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint

If you have a complaint about any aspect of our services then we would like to hear from you. You can contact us by telephone, email or in writing and your complaint will be resolved in the shortest possible time by the appropriate person.

To register a complaint contact us by:-

Email: info@golfcredit.co.uk **Telephone:** 08455 215 552

Or write to us at: Meadow View, Shirley Heights, Poulton Le Fylde, Lancashire, FY6 7ES.

To help us to investigate and resolve your concerns as quickly as possible please provide the following information:

- Your full name and contact information.
- Full details of your complaint.
- Your Fixed Term Loan Agreement details.
- Details of what you would like us to do to put things right.
- Photocopies of any relevant paperwork.

What we will do if we receive a complaint from you

We will try to resolve your complaint immediately, however sometimes this may not be possible. In the unlikely event that we are not able to resolve your complaint by the end of the next business day, we will keep you informed of the progress of our investigations and provide our final response in writing with details of our findings any actions undertaken.

If you are not satisfied with our resolution of your complaint:

Financial Ombudsman Service

If you have a regulated contract with us and are not satisfied with our final response you are eligible to refer the matter to the Financial Ombudsman Service. You must do this within six months of our final response. When we send you our final response we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet (for more information please see <https://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>).

More questions?

If you have any questions in relation to our Complaints Handling Procedure, please contact us telephone, email or in writing **Email:** info@golfcredit.co.uk **Telephone:** 08455 215 552 **Or write to us at:** Meadow View, Shirley Heights, Poulton Le Fylde, Lancashire, FY6 7ES