

D2D CUSTOMER COMPLAINTS PROCEDURE

We are committed to providing a high standard of customer service and support. We recognise that from time to time we do not get things right. When this happens, we will make every possible effort to deal with the complaint or situation promptly and to you the customer's satisfaction

WHO CAN COMPLAIN

Any person or customer who has had a loan or receives a service from us or is affected by our decisions or actions

WHAT IS A COMPLAINT

A person or customer can make a complaint if they are dissatisfied with any aspect, subject of our service, business, person who works in our organisation or our actions. Typically, a complaint could be about

- 1 The quality of our service, standards or actions
- 2 The way you have been treated by our business or person representing it
- 3 Our policies or decisions

HOW DO THEY COMPLAIN

Step 1

Talk to the Manager/Agent who calls at their home or contact Door2Door direct and talk to the Customer Service Manager **Gerry Tudor at our business premises 44 Splott Rd Splott Cardiff CF24 2DA 02920486402**. Either way we will endeavour to resolve the issue or issues immediately; although in some cases we may need a little more time to investigate the matter. We aim to resolve all complaints within in 10 working days; we will answer to a complaint with in 2 working days, which will be recorded in the complaints log

Step 2

We are members of The Consumer Credit Association (CCA) no 10400 - The British Cheque Cashers Association no 4316 (BCCA) registered under The Data Protection Act Z1235837 Regulated by the HMRC for Money Service Business for Anti Money Laundering no 12672451 and Authorised and Regulated by The Financial Conduct Authority (FCA) no 674741 and as such are required to provide high standards of business ethics and consumer relations in the Consumer Credit Industry.

If the person, customer is not satisfied with our response to their complaint they can make a formal complaint to the CCA by telephone e-mail or in writing – or to The Financial Services Ombudsman Both Address below

Financial Ombudsman Service Complaints Department 183 Marsh Wall South Quay Plaza London E14 9SR
Tel 0845 080 1800

Consumer Credit Association Queens House Queens Road Chester CH1 3BQ
Tel 01244 312044 Fax 01244 318035

E-mail complaints@cca.uk the complaint will be acknowledged in writing within 5 working days

The person, customer making the complaint must refer their complaint to the FOS service within six months of our final response

