

# CREATIVE ✓ E

## Complaints Procedure

### **Creative Funding Solutions Limited Complaints Handling Policy**

#### **Our complaints policy**

We are committed to providing a high-quality financial introduction service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

**If you have a complaint, please contact us with the details.** We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Financial Ombudsman <http://www.financial-ombudsman.org.uk> , any time within the next 6 months.

#### **What will happen next?**

1. We will record receipt of your complaint within 5 days of receiving it and check that you have received a copy of this procedure.
2. We will in the meantime investigate your complaint. This will normally involve passing your complaint to the Director, Mike Lowe, who will review the matter and speak to the member of staff who acted for you.
3. The Director will contact you and try to resolve your complaint. If after 5 days your complaint has not been resolved he will send you an acknowledgement letter confirming the investigations which are taking place. All complaints which take longer than 24hrs to resolve will be acknowledged by letter.
4. Any investigation and/or mediation will take no longer than 7 weeks to complete.
5. If after 7 weeks your complaint is still not resolved, we will write to you to inform you of your statutory rights.
6. If you are still not satisfied, you can then contact

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
Isle of Dogs  
London E14 9SR

( or if your concern is with regards to our handling of your personal data the Information Commissioner's Office at <https://ico.org.uk/concerns/handling/> )

with regards to your complaint. For further information, you should contact the Financial Ombudsman Service on 020 7964 1000 or email them on [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) . Please find enclosed an explanatory leaflet from the FOS.

**We are FCA regulated no. 631176**