

Complaint Management Procedure

A fundamental element of CCSCollect's policy that every customer receives quality service..."

We are aware that despite the best efforts of everyone involved in our business, there may be times when things go wrong and you may feel the need to make a complaint.

Dealing with your complaint allows us to put things right and enables us as a business to improve our services for our clients and their customers.

The information below will guide you on how you will be able to proceed and also explains our commitment towards the investigation of each individual complaint that is raised.

CCSCollect consider a complaint to be any expression of dissatisfaction whether written or oral.

Sending a Complaint

Should you feel that you have cause to raise a complaint, you can write to us at the address provided. When writing please include:

- Marked FAO Complaints Manager
- Your payment reference number
- Your full name
- Nature of your complaint
- Any supporting documentation or evidence
- Authority to discuss with third party (if applicable)
- You can make a complaint, by post, email, phone or face to face.



Complaint Process

We will investigate your complaint and aim to resolve any issues by the close of business the following day. Where this is not possible an acknowledgement will be sent to you within 5 working days.

- We will listen to and respond to your complaint and hold your account whilst it is being investigated.
- We will act promptly to investigate your complaint
- We will apologise if we have caused inconvenience or distress
- The investigation and response to the complaint will be dealt with by someone with sufficient authority to resolve it and will be redressed if appropriate. If they are not able to resolve it we will escalate the complaint to the appropriate level.
- You will receive a final response within 4 weeks of the receipt of your complaint or we will write to you informing you why we are unable to do so with an ultimate deadline of 8 weeks except in exceptional circumstances.
- If we are not responsible for dealing with your complaint we will refer it to the appropriate company and write to inform you of this within 5 days

Trade & Regulatory Information

We always aim to reach a satisfactory conclusion, however if you remain unhappy with the response you receive from CCSCollect you have the right to refer your complaint to:

Credit Services Association. CSA (Services) Limited

2 Esh Plaza
Sir Bobby Robson Way

Great Park
Newcastle Upon Tyne
NE13 9BA

or

Financial Ombudsman

Service

South Quay Plaza
183 Marsh Wall
London
E14 9SR