

MOORLAND ASSET FINANCE LTD

Complaints Procedure

We are committed to providing the best possible service to our customers. However, if for any reason, you are not satisfied with the service we provide, we have a complaints policy in place to ensure that your complaint is handled in a timely and effective manner. This policy applies specifically to complaints related to the Financial Conduct Authority (FCA) regulations.

1. If you have a complaint, please contact us via email or phone and provide us with the following details:
 - Your full name and contact information
 - The nature of your complaint
 - Any relevant information or documents related to your complaint.
2. Our customer service team will acknowledge your complaint within three business days of receiving it. We will provide you with a reference number for your complaint, which you should use in any future correspondence with us.
3. We will investigate your complaint thoroughly and provide you with a written response within 8 weeks of receiving it. If we are unable to provide you with a final response within 8 weeks, we will contact you to explain the reason for the delay and provide an estimated timeframe for the resolution of your complaint.
4. If you are not satisfied with our response, you may refer your complaint to the Financial Ombudsman Service (FOS) within six months of receiving our final response. The FOS is an independent body set up by the government to help settle complaints between financial businesses and their customers.
5. If you decide to refer your complaint to the FOS, we will provide you with the necessary information to do so. We will also cooperate fully with the FOS in resolving your complaint.

We take all complaints seriously and will do everything we can to resolve your complaint to your satisfaction. We will use your feedback to improve our service and prevent similar issues from arising in the future.