

Complaints Handling



COMPLAINTS HANDLING

Moorland Finance Ltd aim to provide a very high standard of service to each and every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

If you have a Complaint;

If you have a complaint about any aspect of our customer service then we would like to hear from you. You can contact us by telephone or in writing and your complaint will be dealt with by the appropriate person and within a reasonable time-frame. To help us deal with your enquiry as quickly as possible, in the first instance you should contact the person/s who you initially dealt with.

To help us resolve your problem you should provide the following information;

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

We will try to resolve your complaint immediately however, sometimes this may not be possible and further investigations required. In the unlikely event that we are not able to resolve your complaint, we will keep you informed of progress and provide our final response in writing.

If you have a regulated consumer contract with us and are not satisfied with our final response, you may be eligible to refer the matter to the Financial Ombudsman Service. You must do this within six months of our final response.

To register a complaint with us;

Moorland Finance Ltd is authorised and regulated by the Financial Conduct Authority FRN Moorland Finance Ltd is a credit broker not a lender. FRN 729300

Contact Info Office: 01626 33 33 73 info@moorlandfinance.co.uk

Or in writing to;

Customer Complaints

Moorland Finance Limited, 78 Furze Cap, Kingsteignton, Devon. TQ12 3TF

Email: info@moorlandfinance.co.uk

Telephone: 01626 33 33 73

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