

# Complaints Handling Procedure

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

This complaints handling procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint:

## Complaints handling procedure

If you have a complaint about any aspect of our service, then we would like to hear from you. You can contact us by email, telephone or in writing. To help us investigate and resolve your concerns as quickly as possible, you should in the first instance contact the department with which you have been dealing.

We will try to resolve your complaint immediately, however, sometimes this may not be possible, so please allow up to five days. All complaints are logged onto our internal database system and you will be given a unique reference number. We will carry out a full and impartial investigation of the issues you raise. We hold information on the nature of the complaint, our actions to resolve it and the recommendations we make. Our Compliance Officer will write to you, either by email or by post, with the outcome. We hope that the response will be satisfactory

and we can then close off the complaint. If this is not possible, a Scaffold Finance director will review the case to see if any further action can be taken.

## Registering a complaint

**Email:** [hello@scaffoldfinance.co.uk](mailto:hello@scaffoldfinance.co.uk)

**Phone:** 01494 506 383

**Post:** The Compliance Officer, Scaffold Finance, 18 Manor Courtyard, Hughenden Avenue, High Wycombe, Buckinghamshire, HP13 5RE

## Not satisfied with our response?

If you have a regulated agreement 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. The service is free of charge and they can be contacted via their [website](#). **This does not affect your statutory rights.**