

Our commitment to our clients**We aim to ensure that:**

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service
- We aspire to follow and support the British Franchise Association's code of ethics at all times

What is a complaint?

A complaint is when you tell us you are not happy about the services we provide.

- It could be about one of the following for example:
- If we did not deliver a service on time
- If we gave you the wrong information
- If you receive a poor quality service
- If you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint, please write in the first instance to the Managing Director at the address below or email

stuart.walsh@franchisefinance.co.uk using the word 'Complaint' in the subject box.

Your complaint will be fully investigated and a response will be issued within 14 days.

If we believe another firm may be responsible for the alleged faults, we will refer your complaint to that firm and notify you accordingly.

If you are unhappy with the response you receive you may be able to refer the complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR

www.financial-ombudsman.org.uk

If you are still unhappy

If you are still unhappy with our response we will seek the help of the British Franchise Association by way of independent mediation. Their address is 85f Milton Park, Abingdon, OX14 4RY and they can be contacted on 01235 820470

www.franchisefinance.co.uk