

## **Complaints Policy**

Here at Elite Business Funding we do every possible to ensure we give the best service possible for all our customers and prospects. However, there may be times when you feel the level of service hasn't been as promised. On these occasions we encourage you to tell us about your experience by making a complaint, so we can make it right and ensure it doesn't happen again.

### **Here at EBF we want to ensure**

- It is easy for you to let us know about your complaint
- All complaints are addressed in detail and with due diligence
- Your complaint is resolved as quickly as possible without any delay
- You are satisfied that your complaint has been resolved
- The issue does not happen again, and you are confident of this

### **How to make a complaint**

- Call us on 0203 473 3653, We are available 9am to 5pm Monday to Friday for complaints.
- Email us at [info@elitebusinessfunding.co.uk](mailto:info@elitebusinessfunding.co.uk)
- Write to: The Complaints Department, Elite Business Funding Limited, Oliver House, Office 22, Hall Street, Chelmsford, Essex, CM2 0HG.

### **How we handle your complaint**

- Once we have received your complaint we will respond promptly to acknowledge receipt and understanding of your complaint
- If we have reasonable grounds to believe that a 3<sup>rd</sup> party company may be solely or jointly responsible for the bad service provided, which you outline in your complaint, we will forward the complaint on or the relevant points to that firm. If this is the case, we will ensure that we inform you of these actions and provide you with said firms contact details.
- Will we aim to resolve your complaint within 2 working days following receipt of the complaint. If we are unable to do this for whatever reason we will write to inform you of this and will keep you updated with the progress of your complaint.
- If your complaint isn't resolved within 2 working days, we will endeavour to send you our Final Decision Letter within 8 weeks at latest. This letter will address your concerns and complaints and provide you with our outcome which we believe has resolved your complaint.
- If on the rare occasion we are unable to resolve your complaint within the 8 weeks from date of the receipt of the complaint or if you are dissatisfied with our response,

you can ask the Financial Ombudsman Service for an independent review. This must be completed within 6 months of our Final Decision Letter.

- We shall deem the matter closed when we have completed our investigation and a Final Decision Letter has been sent to you or where you have indicated, in writing, acceptance of any earlier response or action where appropriate.

### **Contact Details for the Financial Ombudsman Service**

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)