

Complaints Procedure

At Debtmatters we strive to ensure complete satisfaction from the services we supply.

If you feel, however, that our service is unsatisfactory and you have a valid complaint, the following procedure is in place so that we can provide you with a professional and timely response.

1. Debtmatters requires all complaints to be put in writing to the relevant Director.
2. Upon receipt of the written complaint an acknowledgement letter will be issued.
3. The complaint will then be thoroughly investigated and documented and a written response will be sent by post within 14 days of receipt of the complaint.
4. There will be a period of 14 days for you to respond to the findings.
5. Should no response be received after 14 days, the complaint file will be closed.
6. Alternatively, Debtmatters, will continue to correspond with you until we feel we can no longer assist you with your complaint. At this point a final letter notifying you of our decision will be issued.
7. Should you remain dissatisfied with the outcome, you have the right to contact the relevant regulatory body in charge of your case. Each regulatory body has its own complaints procedure and will explain how to make a complaint.

Alternatively you may have the right to approach the Financial Ombudsman Service. Details of which can be obtained from www.financial-ombudsman.co.uk