

Complaints Procedure

Close Credit Management is a professional credit management organisation. We adhere to the regulations laid down by the Office of Fair Trading and the Credit Services Association.

We believe that you have the right to a fair, swift and courteous service at all times. If you feel however that you wish to make a complaint about any aspect of the service you have received from us, you can do so by following the procedure below;

How to forward your complaint to us

You can send your complaint to us in writing either via email; melissafothergill@closecm.co.uk or by post; Melissa Fothergill, Compliance Officer, Close Credit Management, 2 Jessops Riverside, 800 Brightside Lane, Sheffield, S9 2RX.

Once we are in receipt of your complaint, we will deal with it promptly, effectively and in a positive manner as detailed below.

1 We will acknowledge receipt of your complaint within 5 working days.

2 We will fully investigate your complaint and do all we can to send you a final response within 4 weeks of receipt of your complaint.

If we are unable to provide you with a final response within this time we will send you an update as to why not.

3 We aim to send you a final response within 8 weeks of receipt of your complaint.

If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

4 If more than 8 weeks from the date of your complaint has passed and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to: Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

However, you must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response.