

Construction Plant Finance

The Best Finance in Site



COMPLAINTS RESOLUTION PROCEDURES

CPF are committed to excellent customer service and hope that you do not need to complain, but CPF accept that sometimes things go wrong.

For all customers CPF try to respond to all complaints quickly and fairly and have a dedicated complaints handling team to support you with this process.

CPF will:

- Establish the reason for your complaint quickly
 - Investigate your complaint thoroughly
 - Respond to you quickly
- Put things right if CPF have got it wrong

Some customers have enhanced protections laid out by the Financial Conduct Authority when making a complaint, including the right to have your complaint considered by the Financial Ombudsman Service. You can find out if you are one of those customers by entering some information into the Financial Ombudsman Services (FOS) website: **[Who we can help \(financial-ombudsman.org.uk\)](http://www.financial-ombudsman.org.uk)** For those customers who are covered by these enhanced protections, our complaints resolution procedures meet the standards required and a copy of these procedures is available on request, but in short:

- CPF will try to acknowledge and resolve your complaint within 5 working days. However, there will be times when this is not possible. In that case, CPF will try to resolve your complaint within eight weeks as required by the Financial Conduct Authority.

– If you are unhappy with the way CPF have resolved your complaint, you may have the right to refer your complaint to the FOS, free of charge. The FOS will be able to review your complaint subject to their eligibility criteria, but you must refer your complaint to them within six months of the date of our Final Response Letter.

The FOS can be contacted as below:

telephone: 0800 023 4 567

e-mail: info@financial-ombudsman.org.uk

website: www.financial-ombudsman.org.uk/

If you have a complaint about our service, please contact CPF:

By Post:

Address: CPF, Complaints Resolution Team, Unit 21, Headlands Business Park, Salisbury Road, Ringwood, Hampshire, BH24 3PB

Telephone: 023 8235 2509

Email: operations@constructionplantfinance.co.uk