

COMPLAINTS POLICY & PROCEDURE

What is V4B Business Finance Ltd complaints policy?

V4B Business Finance Ltd, aim to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

What should you do if you have a complaint?

If you have a complaint about any aspect of our service, then we would like to hear from you.

How do I get in touch with V4B Business Finance Ltd?

Phone : 0800 096 6488

Email : enquiries@businessfinance-v4b.com

Post : Ellkat House, Coed Aben Road, Wrexham Industrial Estate, Wrexham.LL13 9UH

What happens when I make a complaint?

We will try to resolve your complaint immediately; however, sometimes, this may not be possible.

In the unlikely event that we are not able to resolve your complaint within 7 working days, we will keep you informed of the progress of our investigations and provide our final response in writing providing our findings and the action to then take. During the investigations the Customer Service Team Member will review all correspondence (Emails, Calls, Social Media Messages etc) and they will discuss the complaint with all parties involved (Salesperson, Deal, Funder etc)

After the investigation you will receive a complaint resolution form. If you do agree to the resolution, you will receive a final response.

If you don't accept our resolution, then it will be escalated and reviewed by the management team who may alter the original resolution or agree to it.

If you do agree to the resolution, you will receive a final response.

A final response which will outline findings, our resolution, and details on how to escalate further

The FCA maximum time limit for a Final Response is 8 weeks from the date of complaint

What happens if I don't agree with the Final Response?

- If you have a regulated contract with us and are not satisfied with our final response, you are entitled to refer it to Financial Ombudsman Service.

How do I get in touch with the Financial Ombudsman Service?

Phone: 0800 023 4567 - The phones lines are open between 8am and 5pm, Monday to Friday. At times, you might need to wait to speak to someone.

If you have any questions in relation to our Complaints Handling Procedure, please email enquiries@businessfinance-v4b.com