

# Complaints Procedure



## Our commitment to you

At TFS Loans each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times. **Please write, email or call us if you are not satisfied with our service.**

**Email:** cs@tfsloans.co.uk  
**Telephone:** 01268 740756  
**Write to us:** Brook House, 26 Brook Road, Rayleigh, Essex, SS6 7XJ

## The TFS Complaints Process

1

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

2

We will investigate your complaint and endeavour to send a final response to you within a maximum period of 8 weeks from receipt of your complaint. We usually resolve a complaint more quickly.

3

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)**  
**Exchange Tower**  
**London E14 9SR**

**You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response from us.**