



At Trinity Factoring Services Ltd each of our clients is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

## **Complaints Procedure**

### **Step 1**

If you wish to register a complaint please email [complaints@trinityfactors.co.uk](mailto:complaints@trinityfactors.co.uk) providing as much detail as possible. Alternatively, you can post your complaint to your local office.

We will acknowledge your complaint within 5 working days. Our acknowledgement will give details of the person handling the complaint (normally a Senior Manager) and their contact information.

### **Step 2**

The complaint handler will investigate your complaint and endeavour to provide a full written response within 20 working days of receiving your complaint. If we are unable to provide you with a response within this time frame, we will write to you explaining why and advise you when you can expect a response.

### **Step 3**

If you are dissatisfied with the response from the complaint handler you can refer the complaint to the Director of Operations for a final written decision. We endeavour to issue a final decision within 15 working days.

If at the end of this process you still remain dissatisfied and your complaint relates to Property Management (Factoring), you can make an application to the Housing and Property Chamber, Scottish Courts and Tribunal Service, 4<sup>th</sup> Floor, 1 Atlantic Quay, 45 Robertson Street, GLASGOW, G2 8JB [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

If your complaint is about our insurance service you can submit a complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

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