



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**

### **Stage 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.

### **Stage 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.

### **Stage 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 you can make an application to the Housing and Property Chamber, First-tier Tribunal for Scotland, 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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