



Complaints guide

At Responsible Lending, we strive to provide you with an exceptional level of customer service.

If you have had a problem with your experience as a customer of Responsible Lending, we would like you to let us know.

Letting us know gives us the chance to put things right and also helps to prevent the same issue from happening again.

How to tell us

If you wish to raise a complaint over the phone, you can contact our dedicated Customer Service Team on:

0330 124 3914, option 4

They are available from Monday to Friday, 9am-5pm, excluding bank holidays.

Alternatively, the team can be contacted via email at **customer.support@responsiblelending.co.uk**

or by post:
Customer Support, Responsible Lending, P.O. Box 277, Sheffield, S98 1RP

How we will handle your complaint

Once we have assessed the nature of your complaint, we will do everything we can to resolve it within 3 working days.

Some complaints can take a little longer to resolve. If we have not reached a resolution within 3 working days, we will contact you to inform you that the investigation is ongoing.

If the complaint does require further investigation this could take us up to 4 weeks to complete.

In the event we need more than 4 weeks to conclude our investigation, we will send you a holding letter to keep you updated.

If after 8 weeks we cannot agree a resolution, or if you are unsatisfied with the result of our investigation, you will have the right to contact the Financial Ombudsman Service. Full details of how to do so are provided under “The Financial Ombudsman Service”.