

COMPLAINTS

Complaints procedure

Our commitment to you



At THE ONE STOP MONEYSHOP LTD 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.

If, in any way, you are not happy with the service we provide please contact us by phone or letter and we will instigate the following complaint procedure if we are unable to resolve your complaint on the same day.

The One Stop Money Shop Ltd – Complaints Procedure

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 **8 weeks** of receipt of your complaint.

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.