

Complaints Procedure

We do our best to provide a quality service but if you do have cause for complaint, we will equally do our best to deal with it to your full satisfaction.

To help us do so quickly and efficiently, please contact us with:

- your name and address
- your agreement number
- a telephone number if you would like us to call you
- details of your complaint, including relevant references and dates

For all Catfoss Finance Limited t/a Catfoss Leisure Finance Customers, please contact us at the following address:

Catfoss Finance Limited t/a Catfoss Leisure Finance
Elite House
Spellowgate
Driffield
East Yorkshire
YO25 5UP

Or phone us on 01377 258067

Or email us at: complaints@catfossleisurefinance.co.uk

What you can expect from us

Our aim is to ensure you feel we have handled your complaint fairly and that you are fully satisfied with the outcome. If we cannot resolve your complaint immediately, we will send you a prompt acknowledgement confirming receipt of your complaint. We will undertake a full investigation addressing all the points you raise and will do our best to reply to you with our written response by post within ten business days. If we need more time to look into your complaint, we will:

- tell you who is personally dealing with it
- keep you updated on our progress
- provide you with a written explanation of the reasons for the delay and tell you when we will respond in full

If you're still not happy

If we are unable to issue a final response within eight weeks, or you are not happy with our final response for any reason, you may be able to refer the matter to the Financial Ombudsman Service.

For more information:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0300 123 9 123 or 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk