



HUNTER SIMPSON FINANCE LTD COMPLAINTS PROCEDURE

Hunter Simpson Finance LTD aims to maintain a high quality service at all times. We would like to hear from you if you are dissatisfied with any aspect of our service or goods you receive from us. We appreciate any suggestion you may have regarding improvements to our service, and we will endeavour to resolve any complaint you may have promptly and to your satisfaction.

Who is Eligible to Make a Complaint

Any customer that is dissatisfied with any aspect of our service or policies is eligible to make a complaint against the Company.

How to Make a Complaint

In order to deal with any complaint, we need to know as much information as possible when you contact us. You can make your complaint in person to your agent, or by telephone or in writing (email or letter), using the contact details below:

Hunter Simpson Finance LTD (T/A HS Home & Media)
33 Briggate
Shipley
BD17 7BP
Office: (01274) 966400
Email: info@hsfinanceltd.co.uk

Hunter Simpson Finance LTD will make every attempt to resolve your complaint within 3 days and send you a *Summary Resolution Communication* to confirm that the complaint has been resolved. The *Summary Resolution Communication* will include details of how to contact the Financial Ombudsman Service should you later decide that you are no longer satisfied with our resolution to the complaint.

If we cannot resolve your complaint within 3 days, we will continue to investigate your complaint fairly and impartially and keep you updated with the progress of the measures being taken to resolve it. You will receive our *final response* to your complaint in writing, within 8 weeks of the initial receipt of your complaint, if we cannot resolve it sooner. The *final response* letter will summarise the complaint and explain the measures that the Company has taken to resolve it. We will explain why we have chosen to accept or reject your complaint, and we may offer you compensation which you can choose to accept or reject. Our *final response* will include details of how to contact the Financial Ombudsman Service should you decide that you are not satisfied with our resolution of your complaint, and include a copy of their standard explanatory leaflet *Your complaint and the ombudsman*.

If we have been unable to resolve your complaint or you remain dissatisfied with our response to your complaint you can either:

- Contact the Financial Ombudsman Service within 6 months of the date of our final response or
- Make a formal complaint to the Consumer Credit Association (CCA) by telephone, email or letter, or by completing the form attached to the *CCA Customer Complaints Leaflet* sent with this document. If you remain dissatisfied with the CCA's response to your complaint, you can still take your complaint to the Financial Ombudsman Service within 6 months of the Companies *final response*.

Consumer Credit Association
Complaints Dept, 1 Minerva Court,
Minerva Avenue, Chester, CH1 4QT
Tel: (01244) 394760
Email: cca@cca.co.uk

Financial Ombudsman Service
Exchange Tower, London, E14 9SR
Tel: 0800 023 4567
Website: www.financial-ombudsman.org.uk