

Complaints Procedure

Thornton Hope are committed to Treating Customers Fairly and providing a high quality of service. We take all complaints seriously and want to know if our service has not met your expectations. We investigate all complaints thoroughly and use the outcome to continually improve our business practices and customer service.

How do I make a complaint?

Contact our Complaints Team:

Phone: 0141 242 4450

E-mail enquiries@thorntonhope.co.uk

Writing: Thornton Hope Ltd, Suite 2 Abercrombie Business Centre, 279 Abercrombie Street, Glasgow, G40 2DD

How will we handle your complaint?

- If we are not able to investigate and respond verbally, you will receive a letter acknowledging your complaint within 5 working days.
- An impartial Complaints Officer will investigate your complaint, gathering evidence from all relevant sources.
- We will issue a final response as soon as we are able and always within 8 weeks of receiving your complaint.

What happens if I am not happy with the final response?

We aim to reach a fair decision on the outcome of all complaints however, in some circumstances you may not agree with our decision and wish to escalate the matter further. You can do so in a number of ways:

- Contact us again and ask to escalate your complaint. Your complaint will be reviewed by the Thornton Hope Directorate who will respond to you in writing confirming their decision. This is usually within 14 days.
- Contact our trade body: Credit Services Association, Complaints Department, 2 Esh Plaza, Sir Bobby Robson Way, Newcastle-upon-Tyne, NE13 9BA
<http://www.csa-uk.com/#complaints-process>
- If your complaint relates to a matter concerning a consumer credit agreement, you will have the right to refer your complaint to the Financial Ombudsman Service free of charge, however, you must do so within six months from the date of our final response letter. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and will only be able to do so in very limited circumstances. (<http://financialombudsman.org.uk/consumer/complaints.htm>)

Registered Office: Thornton Hope Ltd, 279 Abercrombie Street, Glasgow, G40 2DD

Registered in Scotland No. SC352878

Website: www.ThorntonHope.co.uk