



CRYSTAL COLLECTIONS^{ltd}

SECURED ASSET COLLECTIONS

Website Complaints Policy

Crystal Collections Limited provides a service solely to lenders but in providing that service we often contact their customers. Should any customer of any lender have any issue with any part of our service then they have the right to make a complaint. And being authorised by the Financial Conduct Authority we must follow their regulations when dealing with complaints.

Our dedicated complaint handler is Miss Tina Chown but you can speak to any member of staff or driver to raise your concerns.

If you wish to make a complaint you can contact us by the following methods:

Telephone: 01277 20 20 10

Email: Tina.Chown@crystalcollections.com

Post: Miss Tina Chown, Operations Director, Crystal Collections Limited, The Offices, Woodcroft Farm, Folkes Lane, Upminster, Grt London, RM14 1TH

You will receive information about our complaint process and what happens next.

All complaints are taken seriously, that is why a director of our company handles them. When we receive a complaint, it is thoroughly investigated and if we can we will try to resolve your issue within three working days. If that is not possible, then we aim to resolve the matter as soon as possible, certainly before 8 weeks have elapsed.

If your complaint involves the actions of your lender then we will share the details of your complaint with them and they respond to you separately, however we do inform the lender of any complaint we receive from their customers.

You will receive acknowledgement of your complaint either verbally or in writing which could be email. You will then be told of your rights and our procedure, we will indicate when we feel we will be able to come back to you with our findings, which called our Final Report.

Once you receive our Final Report and probably after discussion/s with you we hope that we will have answered the issues you raised and resolved the problem. If you feel that we have not satisfactorily handled your complaint then within six months of receiving our Final Report you can approach the Financial Ombudsman, their contact details are below. The Ombudsman is a free mediation service and they will contact us to in order to understand what has taken place. Their decision is final, and we abide by all decisions made by the Ombudsman.

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Call: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk