

Ashley Park Customer Complaints Procedure

We do everything possible to ensure all our customers obtain a professional service. However, there may be occasions when you feel the level of service you receive has fallen below an acceptable standard. If this is the case you should contact us to voice your concerns.

How do I Complain?

If you feel the level of service you receive has fallen below an acceptable standard you can contact us by:

Phone: 0845 659 5650

Email: customer.services@ashleypark.co.uk

Writing to:

The Compliance Department,
Ashley Park Debt Solutions,
1st Floor, Portland House
Mansfield Road,
Rotherham,
South Yorkshire,
S60 2DR

How long will it take to deal with my complaint?

Where possible we aim to resolve your complaint by the end of the next working day following receipt of your complaint.

If you have made a detailed complaint and it is not possible for us to resolve it by the end of the next working day following receipt of your complaint, then we will send you a prompt written acknowledgement that we have received your complaint and are dealing with it. If we consider that your complaint would be more appropriately dealt with by another firm, for instance a business partner, we will refer your complaint to that firm and provide you with their contact details.

We will investigate the issues you raise and keep you informed of the progress being taken to resolve your complaint.

We will endeavour to provide a final response to your complaint within eight weeks however, in the unlikely event the matter remains unresolved, we will write notifying you of the reasons for delay and informing you, where the complaint qualifies, of your right to refer any dissatisfaction to the Financial Ombudsman Service.

Financial Ombudsman Service

If you are not happy with our final response you are entitled to complain to the Financial Ombudsman Service if your complaint meets the following criteria:-

- Is in respect of debt administration services regulated by the Office of Fair Trading
- Payment Protection Insurance

The Financial Ombudsman offers a free and independent service where, subject to it meeting the qualifying criteria, they will look at your complaint, along with our response. The Financial Ombudsman Service will only consider your complaint after we have provided our final response. If you want the Financial Ombudsman Service to look into your complaint, you must contact them within six months from the date you received our final response.

You can find out more about the Financial Ombudsman Service on their website at www.financial-ombudsman.org.uk

You can write to the Financial Ombudsman Service at:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Telephone: 0845 0801800

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