

Complaints Procedure

Focus Finance is dedicated to making sure we offer the best level of service possible to all our clients all of the time. We work hard to ensure our staff are fully trained in dealing with complaints and can offer the advice and assistance required at every stage. However we recognise that sometimes things go wrong and have an internal complaints procedure in place to deal with such occurrences. In the unlikely event that you need to make a complaint about the services provided by Focus Finance, please write, within 6 months of the date of the act of which you are complaining or within 6 months of the date at which you were aware there was a problem, to:

Rebecca Huscroft
Head of Complaints
Focus
The Crescent
King Street
Leicester
LE1 6RX

Or send your complaint by e-mail to rebecca@focus-ft.co.uk

Once your complaint has been received, in writing by post, fax or e-mail, you will receive an acknowledgement within 5 working days, either by post, fax or e-mail. Our customer services department will then thoroughly investigate your concerns and will issue you with a final decision within 4 weeks. If we are unable to provide you with a final decision within 4 weeks, for whatever reason, we will write to you to confirm why we are unable to complete the complaint within this time. If we are unable to issue you with a final decision within 8 weeks we write to you again confirming why we are unable to complete your complaint and will offer you the right to refer the complaint to the Claims Management regulator if you are dissatisfied with the delay.

Where your complaint is upheld and redress is appropriate we will provide you with fair compensation for any acts or omissions, for which we are responsible, and will provide redress to you at a level that is agreeable to you. Redress may not in all instances include financial redress.

If, upon receipt of our final decision you remain dissatisfied with the decision please write to:

Carl Thomas
Focus
The Crescent
King Street
Leicester
LE1 6RX

Giving a full explanation of why you remain dissatisfied and clarifying which points you wish to be reviewed again. A final decision will be issued within 8 weeks of receipt of your complaint.

This is the final stage of our internal complaints procedure; however, should you remain dissatisfied you have the right to refer your complaint to the Claims Management Regulator, the Ministry of Justice within 6 months of the date of our final decision letter. The regulator can review the handling of the complaint and give further direction on the handling of the complaint; however he cannot determine the outcome of a complaint or award compensation.

The Claims Management regulator can be contacted at:

Claims Management Regulator
PO Box 7824
Burton Trent
Staffordshire
DE14 9DP
e-mail: info@claimregulation.gov.uk
Tel: 0845 450 6858