

Resolving your complaint with us:

At Sallyport Commercial Finance, we aim to provide excellent customer service whenever you deal with us. If we do not achieve this, we would very much like to know how we can improve and to have the opportunity to put things right.

You can write or speak to:



Your relationship manager









Anyone within their team



Your contact for day-to-day queries

You can expect us to:

-  Take your complaint seriously and respond positively.
-  Understand the nature of your complaint and how you feel it should be resolved.
-  Discuss with you how we hope to resolve the matter.
-  Keep you regularly informed of progress when investigating a complaint, using your preferred method of communication where possible.
-  Be fair in our assessment and put matters right if we have caused you inconvenience, distress, disadvantage or loss.
-  Learn from our mistakes.

Expected Timescales:

We would expect to resolve the majority of complaints within three working days. It may be that resolution will take longer and if that is likely, we will acknowledge your complaint within three working days and provide you with a likely timescale.

We will regularly update you on progress during our investigation and until we provide you with our final response.

Our policy is that in all circumstances, we will issue a final response within eight weeks from the date you raised your concern. However, we will aim to resolve all complaints well before this deadline.

You may, of course, contact the person dealing with your complaint at any time should you wish to discuss progress or any other matter relating to the complaint.

The aim of our final response is to address all of your concerns and confirm whether the complaint is being upheld or rejected. Please see below for further action should you remain dissatisfied with the outcome.



If you're unhappy with how we have handled your complaint:

In this circumstance, you should contact the person dealing with your complaint as soon as possible, including details of further information that may be applicable to the case. We will consider any new information and either provide an updated decision or reaffirm our prior position.

You can expect us to:

- ✚ Fully consider the reason(s) for your dissatisfaction.
- ✚ Take into account any new information and respond accordingly.

Taking your complaint further:

If we are unable to resolve your complaint to your satisfaction, you may be eligible to use the independent Complaints Process provided by UKFinance and CEDR who provide dispute resolution services. The service is free to use, it is independent and you have up to six months from the date of our final response to do this.

To commence this process, you must firstly contact UKFinance who will register your details, check that you qualify to use this service, and provide you with more information. Contact details for UKFinance are available on their website www.ukfinance.org.uk

Phone: (+44)0203 934 1456

Post: UKFinance 5th Floor, 1 Angel Court
30, London EC2R7HJ

Email: ifabstandards@ukfinance.org.uk

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