

# Complaints policy

This information is provided to all of our customers who visit Creditstar UK Limited. We like to be upfront about our complaints policy. Whilst we strive to offer the best service possible we can sometimes get things wrong.

If you are not satisfied with any aspect of the service you have received from Creditstar UK Limited, we would like you to tell us your concerns.

You can contact us by e-mail, post, or by telephone.

Upon receipt of your complaint we will do our best to resolve your complaint by the end of the third business day following receipt of your complaint. If we reach this resolution with you, we will nonetheless send you a Summary Resolution Communication as the Financial Conduct Authority rules require us to do so even if we have informally resolved your complaint.

If we cannot resolve your complaint informally by the end of the third business days following receipt of your complaint, we will send you an acknowledgement of your complaint within 5 business days and let you know who is dealing with it.

We will issue a final response letter within eight weeks of receiving your complaint.

If you are dissatisfied with our final response, you can ask us to review our decision.

You can ask the Financial Ombudsman Service to review your complaint. You should contact the Financial Ombudsman Service within 6 months of receiving our final response letter or Summary Resolution Communication. You may write to FOS at the following address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR, or refer to their website at <http://www.financial-ombudsman.org.uk> Even if you have asked for your complaint to be reviewed you can still contact the Financial Ombudsman Service.

## Contact Details

Complaints Manager	Financial Ombudsman Service
Taavi Rekor	
e-mail: <a href="mailto:complaints@creditstar.co.uk">complaints@creditstar.co.uk</a>	Exchange Tower
	London
	E14 9SR
	0800 023 4567

You can also file a complaint using the European Commission [Online Dispute Resolution Platform](#).