

Making a Complaint? Or simply want to help us to do things better?

We're sorry that we haven't lived up to your expectations. Our customers are the core of our business, so it's a top priority for us to provide the best quality of service we can. If there's something you're unhappy with, please let us know, so we can put it right.

How can you tell us about the problem?

You can raise a complaint to us by:

Contact Form:	https://Afforda.co.uk/contact-us/
Post:	Afforda, a trading name of GAIN Credit LLC, PO Box 10756 LEICESTER, LE3 4GX

What should you tell us?

- What happened and when (just roughly)?
- What issue this caused (if not obvious from the above)?
- What would be helpful to you as part of any resolution?

What will we do?

- We will write to you and acknowledge your complaint within 2 business days of receiving it.
- Once we have thoroughly investigated your complaint, we will send you a final response letter, which explains our decision on your complaint, how we plan to resolve it and provide you with the right to refer your case to the Financial Ombudsman Service.
- If we haven't been able to resolve your complaint within eight weeks, we will write to you again to let you know – if applicable we will let you know if you have any rights to escalate your complaint.

The Financial Ombudsman Service

- If for some reason we haven't been able to resolve your complaint within eight weeks, or you're not satisfied with our resolution of your complaint, you can refer your case to the Financial Ombudsman Service.
- The Financial Ombudsman Service is an independent organisation. They sort out complaints that consumers and financial businesses haven't been able to resolve between themselves.
- **If you have received a final response letter from us and you want to contact the Financial Ombudsman Service, you'll need to do this within six months from the date of our final response.**
- To find out more about the service visit [Our consumer leaflet: 'Want to take your complaint further?' \(financial-ombudsman.org.uk\)](https://www.financial-ombudsman.org.uk/our-consumer-leaflet-want-to-take-your-complaint-further/)

You can also contact the Financial Ombudsman Service

- By post: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London E14 9SR
- By phone: 0800 023 4567