

# Complaints Procedure

Funding Circle values your business and we want you to be entirely satisfied with the service you receive. Even the best organisations sometimes make mistakes, and if we do, or we fail to meet your expectations in some other way, we want the opportunity to put things right as quickly as we can. In addition we will take steps, where appropriate, to prevent a recurrence.

## Contact details:

Complaints can be raised by any channel at any time. Please follow one of the below steps when making your first contact:

### By e-mail

You can e-mail [contactus@fundingcircle.com](mailto:contactus@fundingcircle.com) with details of your complaint.

### By phone

02074019111

### By post

Complaints Manager,  
Funding Circle Limited,  
71 Queen Victoria Street, London  
EC4V 4AY

## What to include:

In order for us to help you the best way we can, we ask that you provide:

- Name, address, phone number and email address
- [Your account number]
- What's gone wrong
- What you would like us to do to resolve the issue

## Our complaints process:

We will acknowledge your complaint within 3 working days of receipt and tell you what we've done to resolve it, or when you can expect a final response.

We treat all complaints fairly and will aim to resolve your complaint as soon as possible within 5 working days.

Where the complaint or problem is complex, we may need longer to look into the issue and ask you for more information.

We will keep you updated on the progress of your complaint throughout the process and provide contact information for the complaint handler dealing with your case.

If we have been unable to resolve your complaint within 8 weeks or have not sent you a final response within 8 weeks, or you are unhappy with the outcome of your complaint, you can ask the Financial Ombudsman Service ("FOS") to carry out an independent review. The FOS can help with most complaints if you are:

- A consumer
- A business employing fewer than 10 persons that has an annual turnover that doesn't exceed €2 million
- A charity with an annual turnover of less than £1 million
- A trustee of a trust with a net asset value of less than £1 million

The contact details for the Financial Ombudsman Service are:

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Telephone: 0800 023 4567 or 0300 123 9123

FOS consumer leaflet:

<https://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>

### **Recording the Complaint**

Please note that, in accordance with its regulatory obligations, Funding Circle will compile a report of each complaint. These records will be retained for no less than three years from the date the complaint was received.

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