

Complaints Procedure

Funding Circle values your business and we want you to be satisfied with the service you receive. If we make a mistake or fail to meet your expectations we want the opportunity to put things right. In addition, we will take steps, where appropriate to prevent a recurrence.

Contact details

You can raise a complaint using any of the methods listed below:

Email

You can e-mail complaints@fundingcircle.com with details of your complaint.

Telephone

Call us on: 0203 467 6602

Post

Complaints Department,
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
- Business Name if applicable
- Details of your complaint
- What you would like us to do to resolve the issue

Our complaints process:

Upon receipt of your complaint, we will acknowledge your concerns, investigate your complaint and issue a response within 10 working days. Where the complaint is complex, we may ask you for more information and we may take up to 8 weeks to provide you with a response. We will continue to keep you updated on the progress of your complaint.

Our final response will include an explanation of how we have resolved the complaint and explain your right to refer the matter to the Financial Ombudsman Service.

If we have been unable to resolve your complaint to your satisfaction or have not sent you a final response within 8 weeks, 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
Website: www.financial-ombudsman.org.uk
Telephone: 0800 023 4567 or 0300 123 9123
[FOS Consumer Leaflet](#)

Recording the Complaint

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