

Complaints Policy & Procedures

December 2022

From 1st April 2014 The Financial Conduct Authority (FCA) has taken over the regulatory responsibility previously undertaken by the Office of Fair Trading (OFT). The FCA has placed great emphasis upon Treating the Customer Fairly (TCF) and it is now a pre-requisite that TCF is paramount in all dealings with the customer. This is an ethos to which Scott & Mears Credit Services Ltd is fully committed and upon which it has built its business.

Prior to the 1st April 2014 and under the Consumer Credit Act 2006, the Financial Ombudsman Service (FOS) had set detailed rules for complaints handling. The rules set in-house complaints-handling procedures that all businesses with a standard consumer credit licence have to follow by law. The rules largely reflect common sense and good business practice. The FCA has now placed a mandatory obligation upon firms such as Scott & Mears Credit Services Ltd to ensure TCF is paramount in all dealings.

For information about the FCA see the website

www.fca.org.uk

The rules require firms like Scott & Mears Credit Services Ltd to have effective and clear procedures for dealing with any complaints fairly and reasonably and the business must publish a summary of their complaints procedure. The procedure details the time limits for dealing with complaints and the consumer's ultimate right to refer any unresolved dispute to the FOS.

For information about the Financial Ombudsman Service see the FOS website

www.financial-ombudsman.org.uk

www.financial-ombudsman.org.uk/publications/technical_notes/QG6.pdf

www.financial-ombudsman.org.uk/publications/pdf/guide_complaints_handlers.pdf

There are systems in place to ensure the appropriate handling of debtor complaints and complaints handling conforms to the requirements of the FOS rules. The appropriate procedure for dealing with complaints is detailed within the Induction Process, section Complaints Procedure. A written copy of the complaints procedure is provided to all staff and customers.

A complaints register is maintained by the Compliance Officer and any notification or expression of dissatisfaction made by a customer is recorded and the customer advised of the complaints procedure to be followed and the time lines expected.

The Compliance Officer or a Senior Staff member will review the details of the complaint and establish the investigative procedure or resolution to be implemented. Where the complaint can be resolved immediately this will be communicated and the nature and resolution recorded within the Complaints Register.

Where possible all complaints will be resolved by the end of the next business day but where this is not possible the delay will be communicated to the customer with a policy target to resolve all complaints within 5 working days. Where a further extension is required the customer will be advised accordingly.

We will provide a full response within 4 weeks including details of how, if the customer is dissatisfied with our handling of their complaint, the complaint can be referred to the Financial Services Association (FSA). The FSA will investigate the complaint and provide a final response within 4 weeks of receiving notification of the customers continuing dissatisfaction. In any case a final resolution or

conclusion will be provided within a maximum of 8 weeks from the date the complaint was recorded.

Letters

Copy of all Template letters used by the company

Training

The New Employee Induction procedure includes a test to assess knowledge of company procedures and requirements. This is refreshed with all staff after 12 months employment. Training records are maintained, and all examination results from training recorded.

Complaints log

A copy of the complaints register will be maintained on site at all times and be accessible to staff members and management for review as required. A periodic review of any complaints received and acted upon will be discussed at monthly management and staff meetings.