

## **DebtFree Haven Complaints procedure**

At DebtFree Haven, we know that sometimes things go wrong and, in the unlikely event that this happens, we want to put it right as effectively as possible. As one of our valued clients, we want you to tell us if our advice or service does not meet your expectations. We take all client dissatisfaction very seriously and seek to use the lessons learned to improve the way we do things.

We always aim to deliver the highest standards of service, we know that mistakes will occur from time to time so we offer you these promises:

- We will acknowledge complaints promptly
- We will investigate as quickly and as thoroughly as possible
- We will keep you advised of our progress
- We will do everything we can to resolve complaints quickly and fairly
- We will use the lessons learned from our mistakes to continuously improve our systems and procedures

## **Making a complaint about our service**

If you wish to make a complaint about any aspect of our service or advice, then please write to us at:

Client Complaints Department  
DebtFree Haven Ltd  
207/8 Astra House  
23-25 Arklow Road  
London SE14 6EB

Alternatively call us on 0800 840 9520 or 020 8692 3109. Lines are open 9am to 7pm Monday to Friday (calls will be charged at standard rates).

We'll deal with your complaint as quickly as possible. We'll send you a letter within five working days confirming who will deal with your complaint and what the next steps are.

An experienced person will deal with your complaint and keep in touch with you to tell you of progress.

After looking into your complaint, we will write to tell you our decision and confirm what we will do or what else you may need to do. If you disagree with our decision, feel we have misunderstood anything, or you have any extra information please let us know.

If however you do not accept our final decision, or you have not received a final decision letter *within eight weeks* from the date we received your complaint, you may be able to refer your complaint to the Financial Ombudsman Service.

The Ombudsman usually expects customers to allow the company involved to address their complaint before contacting them unless there has been an undue delay. We will let you know if you can refer your complaint to the Ombudsman.

To contact the Ombudsman:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

Tel. 0845 080 1800

Or email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)