

Complaints Policy

At Blackthorn Finance we are always looking for ways to improve our Service to You, that is why we want to know if you are not happy with any part of our Service whether you are a customer, or a prospective customer.

Should you wish to raise a complaint at anytime, we need fully understand what has gone wrong and to get the best possible resolution for you.

To make sure your complaint reaches us as soon as possible, please follow the below steps:

- Menu > Help & Support > How do I make a complaint?
- Send an email to: help@blackthorn.finance
- Please email us with your account details, and as much information about the complaint that you feel you are able to give.

Once received, we will acknowledge your complaint within 3 working days, and we will look to resolve it within 15 working days or as soon as is possible

The Financial Ombudsman Service (FOS)

If you are dissatisfied with our response to your complaint, you have the right to contact the FOS, free of charge, but you must do so within six months of the date of our final response letter. If you do not refer your complaint in time, the FOS will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

The FOS contact details are:

- Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR
- Tel: 0800 023 4567 or 0300 123 9123
- Email: www.financial-ombudman.org.uk