



Complaints Policy

Purpose of the Policy

Business Loan Services (UK) Limited (BLS) is committed to providing exceptional customer service and the purpose of this Policy is to set out how complaints are to be handled.

Whilst every effort is taken to provide exceptional customer service, sometimes mistakes are made. A complaints procedure has been set up for people who feel dissatisfied with BLS' service.

Clients have a right to complain and have it investigated. BLS aims to learn from any mistakes and the complaints procedure is seen as very important in the continuous improvement cycle.

The Complaints Process

Firstly, clients raise their complaint with the member of staff responsible for the service about which they are complaining. If the matter is not resolved, promptly or fully, by them their line manager or appointed persona will become involved to work with the client, individual or team to reach a satisfactory resolution.

If the client is not satisfied with how their complaint has been handled they may begin the formal complaint procedure, details of which are set out below.

Clients will be requested to complete and submit the below form after which:

- A letter will be sent acknowledging receipt of the complaint within three working days of receiving it, enclosing a copy of this procedure
- The complaint will then be investigated
- A detailed written reply, including suggestions for resolving the matter, will be sent within 24 hours of sending the acknowledgement letter

At this stage, if the client is still not satisfied, they should contact us again and we will arrange for an independent person (the BLS Locum partner) to review the decision.

External Review

The Locum will write to the client within 14 working days of receiving the request for a review, confirming the final decision on the complaint and explaining their reasons.

If the client is still not satisfied then they will be referred to relevant Authority to carry on their complaint.

Complaint Form
Date:
Name:
Organisation (if applicable):
Address:
Contact telephone number:
e-mail address:
Individual / team involved:
Summary of complaint:
How would you like to see your complaint resolved?
Please attach any supporting / relevant documents (these can be copies) listing the titles in this space:
Signed:
INTERNAL USE ONLY
Acknowledgement
Investigation
Response
Action Taken
Date completed