



South Coast

 **moneyline**

Fair Finance for Local People



**What to do if you have a complaint about
South Coast Moneyline**



Tel: 02392 826180
www.scmoneyline.org.uk

It's good to talk!

At South Coast Moneyline (SCML) we value the opinions of all our customers. We encourage people to tell us whether they are pleased or otherwise with the service we provide.

If you have a complaint...

If you feel you have been treated

- ◆ Unfairly
- ◆ Discourteously
- ◆ In a way that has upset you

we want you to tell us about the problem. This will enable us to investigate your complaint further and improve the standard of service we offer in future.

What you should do first...

Please write to us at South Coast Moneyline with details of your complaint. Please give us as much information as you can. If you can't remember the persons name that you are complaining about please describe them and say which location you visited (we offer loan appointments in many different areas).



All correspondence should be addressed to the Accounts Manager at:

South Coast Moneyline
2nd Floor, Bank Chambers
115 Commercial Road
Portsmouth
PO1 1BU

The Accounts Manager will acknowledge your complaint within two working days of receipt of the complaint, either by telephone or in writing.

What happens next...

1. The Accounts Manager will acknowledge your complaint within two working days either by telephone or in writing.
2. We will investigate the matter fully and will try to send a letter of response to you within five working days.
3. Sometimes it will take longer to fully investigate concerns but we will keep you updated and always aim to find a solution within four weeks.



And if I'm still not happy?

If you still feel aggrieved please write directly to the Chief Executive who will respond directly.



**Financial
Ombudsman
Service**

If the matter remains unresolved after eight weeks you may refer the complaint to the Financial Ombudsman Service.

www.financial-ombudsman.org.uk or telephone 0845 080 1800

South Coast Moneyline is the trading name of
Portsmouth Area Regeneration Trust (IPS) Ltd.
Industrial & Provident Society Registered No. 29069R.