

Dealing with your complaint

We are committed to providing a high quality service however, if you feel we have not resolved your concern in the initial stage please contact our Quality and Compliance Department who will conduct an investigation into the matter. It is really important that you let us know, you can do this by:

Writing to us at the following address: Olympus Avenue
Leamington Spa
Warwickshire
CV34 6BF

Emailing us: customerassurance@qdrsolicitors.com

Calling us on 01926 758 736 *(all calls are recorded for training and monitoring purposes)*

What will we do once we have received your complaint.....

Within 5 working days we will write to you acknowledging receipt of your complaint. Should you have any supporting documentation to assist with our enquiries please also enclose this information.

We will endeavour to send a Final Response to your complaint within 4 weeks, in instances where this is not possible, we will provide you with an update and the Final Response within 8 weeks.

Financial Ombudsman Service

If you remain dissatisfied with our response you may be able to refer the matter to the Financial Ombudsman Service (FOS) within 6 months of our Final Response.

Their contact details are:

Financial Ombudsman Service

South Quay Plaza
183 Marsh Wall
London
E14 123

0800 023 4567

complaint.info@financial-ombudsman.org.uk

<http://www.financial-ombudsman.org.uk>

You may refer your complaint to the **Credit Service Association (CSA)**

Credit Services Association
2 Esh Plaza
Sir Bobby Robson Way
Great Park
Newcastle Upon Tyne
NE13 9BA

Telephone:0191 2170775

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You should also note that free independent advice and assistance can be obtained from organisations including those listed below:

Organisation	Address	Telephone number	Website address
National Debtline	Tricorn House 51-53 Hagley Road Edgbaston Birmingham B16 8TP	0808 808 4000	www.nationaldebtline.co.uk
Step Change Debt Charity	Wade House Merrion Centre Leeds LS2 8NG	0800 138 1111	http://www.stepchange.org/
Citizens Advice	Check your local Yellow Pages or Thomson local directory for address and telephone numbers	Check your local Yellow Pages or Thomson local directory for address and telephone numbers	www.citizensadvice.org.uk
Community Legal Advice (formerly Community Legal Services Direct)			www.communitylegaladvice.org.uk