

Complaints Process



Switch. For good!

We always try to do our best and deliver a good experience to all our customers – but sometimes things go wrong.

We're sorry if you feel we've let you down; we want to try and put everything right as quickly as we can.

01. How to make a complaint

A complaint can be made in any of the following ways:

- **Call V4 Consumer**
0330 118 8871
- **Email V4 Consumer**
support@v4consumer.co.uk
- **Write to V4 Consumer**
V4 Consumer,
Cash's Business Centre,
228 Widdrington Road
Coventry,
CV1 4 PB

02. What we need from you to get things sorted out

- Your name and account number
- A contact number and an email or postal address
- Tell us what we need to know to understand what's gone wrong.
- Copies of any emails or letters that you've written to, and/or received from V4 Consumer.

03. What happens next?

We'll aim to confirm we've heard from you, acknowledging your complaint, within three working days of receiving your call or correspondence.

(If you've asked us to write to you, it will take a between 7-14 days for our response to arrive.)

Your complaint will be given to a V4 Consumer Customer Success manager, who will investigate what's happened. They'll contact you to introduce themselves and provide you with regular updates as they investigate what's gone wrong.

Everyone will try hard to resolve the problem within seven working days of your complaint being received.

04.

If you're still not happy

If we can't sort things out to your satisfaction within eight weeks then you can, if you wish, make your complaint to the Ombudsman.

The Ombudsman's job is to independently handle disputes between a company and its customers - you can contact the Ombudsman's office in any of the following ways:

■ **Call the Ombudsman**

0330 440 1614

■ **Email Ombudsman**

enquiry@ombudsman-services.org

■ **Write to the Ombudsman**

Ombudsman Services - Communications
PO Box 730
Warrington
WA4 6WU