

Complaints

At Loans for People, we constantly strive to give our clients the greatest service possible. We value your feedback regarding any issues or grievances you may have with our website or services.

How can I file a grievance?

You can reach us if you're dissatisfied or want to file a complaint by:

Post: The Quick Loan Shop Ltd ,31 Dashwood Avenue Dashwood Avenue, High Wycombe, England, HP12 3DZ

Email: info@loansforpeople.co.uk

What happens next?

Since we are a licensed credit broker, the Financial Ombudsman Services (FOS) has jurisdiction over our handling of consumer complaints. Consequently, you can anticipate that your issue will be addressed as follows:

1. As soon as we receive your complaint, we will try our best to address it by the next day's closure. It is preferable that you include a daytime phone number when you file your complaint so that we can help you resolve it quickly.
2. We shall write to you within five days of the next day's closing of business if we have not addressed your complaint by then. The following will be outlined in this first letter:
 - a. the person handling your complaint's name and contact information,
 - b. an overview of your grievance as we interpret it, and
 - c. a dissection of the future complaint process
3. After the letter is sent, we will start a comprehensive management investigation into your complaint. The FOS gives companies eight weeks to complete a management investigation and give the complainant a final written response. We will try our best to look into your complaint before this, but it might not be feasible given how complicated it

is. As we work to find a solution, we will make an effort to be in touch with you frequently.

4. Upon completion of the investigation, The Quick Loan Shop Ltd will provide you a Final Written Response that will include a summary of our findings and our decision. A copy of the informative literature from the Financial Ombudsman Services will also be included.

What happens if I'm not satisfied with the result?

You can file a complaint with the Financial Ombudsman Service (FOS) if you're unhappy with how our investigation turned out. You may forfeit your right to refer the complaint to the FOS if you do not follow through on your intention within six months of the letter's date.

The Financial Ombudsman Service can be reached at:

Post: London, E14 9SR, Exchange Tower, Harbour Exchange

Email: financial-ombudsman.org.uk/complaint.info

Telephone: 0800 023 4567 (calls to this number only cost the same as calls to 01 and 02 numbers) or 0300 123 9123 (calls to this number are now free on landlines and mobile phones).

Platform for European Online Dispute Resolution

You can also ask the European Online Dispute Resolution site for a review of your complaint.