UKSEARCH
LIMITED

Customer Complaints Procedure (010a)

UK Search Limited is a leading Trace, Collections, Debt Purchase and Training business who get involved in the collection work of both regulated and non-regulated debts.

We have a formal complaints procedure in place, which is fully compliant with the Financial Conduct Authority's (FCA's) requirements for Treating Customers Fairly (TCF), the Credit Services Association's (CSA's) Code of Practice and the quality management standards required for ISO 9001:2015.

UK Search Limited has defined a complaint follows:

"Any expression of dissatisfaction. Whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about UK Search Limited's actions (or lack of them) when dealing with customers, client or other individuals".

If you have a complaint regarding the level of service provided by UK Search Limited, please forward full details in writing to;

The Complaints Officer
4 Gander Lane
Barlborough Links
Derbyshire
S43 4PZ

Alternatively, you may forward details of your complaint via email to – complaints@uksearchlimited.com or call us on 01246 570 500. You will receive a formal acknowledgement that your complaint has been received within 5 days, along with an assurance that an full investigation will be undertaken.

You will receive a final response with 4 weeks of us receiving your complaint, if however, there are any complications with your complaint then please expect an update in 4 weeks and the final response in 8 weeks.

If your grievance is regarding UK Search Limited and the way your account has been dealt with, this would need to be raised with ourselves. If your complaint is regarding our client and how they have dealt with your account, then please refer to their website on how to raise a complaint with them. Please then inform us of the complaint you have raise so we can take appropriate actions on your account.

UK Search Limited is a member of the Credit Services Association (CSA) and we subscribe to their code of conduct. A copy of the code, including the CSA complaints procedure is available on their website – www.csa-uk.com.

If you are not happy with the outcome of the investigation or the way that your complaint has been handled, you can contact our trade association;

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

Email: complaints@csa-uk.com

If your complaint relates to a Consumer Credit Agreement and still remains unresolved to your satisfaction, you may complain to:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

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

Enquiries and consumer helpline:

Monday to Friday – 8am – 8pm
Saturday – 9am – 1pm

- 0800 023 4 567
  Call to this number are now free on mobile phone and landlines
- 0300 123 9 123
  Calls to this number cost no more than calls to 01 and 02 numbers.

UKSEARCH LIMITED

Questions

- Is my complaint necessary?

  We will always try and help our customers where and when possible. We do also have trained advisors who can discuss and try to resolve and issues before they reach a level of complaint.

- What can I do if I am unhappy with my complaint response?

  If you are unhappy with your complaint response and want to take the matter further, then please refer to the complaints procedure above which does outline details on how to move forward.

- What should I do if I need an update of my complaint?

  You can call our advisors on 01246 570 500 with your reference number, let the advisor know that you are calling for an update on your complaint and they will request this from a complaint handler or request that they call you back.

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