

## Our Complaints Handling Procedure

Close Finance is a registered business name of Close Finance (CI) Limited, which is a subsidiary of Close Brothers Plc and is committed to providing the highest levels of service to our customers. Should you feel in any way dissatisfied with the service you have received from us, we will endeavour to resolve the matter promptly, fairly and efficiently.

The following information summarises the steps we will take in the event that you have a complaint.

### If you have a complaint

Close Finance (CI) Limited takes all complaints seriously. If you are unhappy with the service you have received, please contact any member of staff and we will endeavour to resolve the matter straight away. Please contact us in Jersey on (01534) 737341 or Guernsey on (01481) 740240.

Alternatively, if you want to write to us, please send your complaint to: Complaints Department,

#### Complaints Department

Close Finance (CI) Limited,  
Roman House,  
Roman Road,  
Doncaster,  
South Yorkshire,  
DN4 5EZ. England.

### If we can't resolve the matter straight away

Some complaints do take a little time to resolve, particularly where we have to liaise with third party suppliers or obtain documents from storage. If we can't resolve your complaint by the end of the third business day following receipt of your complaint we will write to you and acknowledge your complaint within 5 working days of receiving it and confirm who will be dealing with the matter for you.

### Within 8 weeks

Once an investigation into your complaint has been completed, we will write to you with our findings and any proposed resolution. Our intended maximum response time for our Final Response is 8 weeks; this is in line with regulatory timescales.

In the event that we have been unable to complete our investigation and fully respond to you within 8 weeks, we will provide you with an update at that time and inform you when we expect to be able to send you our Final Response. In any case, we will respond within 3 months of receiving the complaint.

Clearly we would prefer to resolve any concern you raise with us directly. However, following the issue of our Final Response, or the expiry of the 8 weeks, you may be entitled to refer the matter to the Channel Islands Financial Ombudsman, you will have six months from the date of our Final Response letter in which to do so.

The Channel Islands Financial Ombudsman provides a free consumer complaint referral process and they can be contacted at:

#### Channel Islands Financial Ombudsman (CIFO)

PO Box 114 Jersey  
Channel Islands, JE4 9OG

**By email to** [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org), or by

#### By telephone

**Jersey local phone** (01534) 748610

**Guernsey local phone** (01481) 722218 or

**International phone** +44 (1534) 748610

**Following our complaints process does not affect your right to seek independent legal advice.**

**PERSONAL LOANS | MOTOR FINANCE | ASSET FINANCE | BUSINESS FUNDING**

**Jersey** Conway House, Conway Street, St Helier, Jersey JE4 5SR  
**Guernsey** Frances House, Sir William Place, St Peter Port, Guernsey GY1 1GX

**E** [enquiries@closefinanceci.com](mailto:enquiries@closefinanceci.com) **W** [www.closefinanceci.com](http://www.closefinanceci.com)

**T** (01534) 737341  
**T** (01481) 740240

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