

Our Ref:

creditplus

Complaint Form

Please use this form to tell us about your complaint - so we can see if we're able to help you.

If you're not sure about anything - or have difficulties filling in this form - just phone us on 0333 6000 290.



Please let us know if you have any practical needs where we could help - for example with information in another format (eg large print, Brailleetc) or in a different language.

You can download this form off our website (www.creditplus.co.uk) to complete by hand. Or you can fill it in on screen - then print it off and post it back to us.

First, please give us your details

Surname		Title		Title	
First Name(s)					
Occupation (if retired, previous occupation)					
Date of Birth					
Correspondence Address					

Daytime Phone		Mobile	
Home Phone		Email	

If someone is complaining on your behalf, please give us their details.

(e.g. a solicitor or relative)

Their Name		Relationship to you	
Correspondence Address			
Their Daytime Phone		Ref	
Their Email			

*We may ask you for evidence of this. Please phone us – or look on our website – for information about what types of businesses, charities and trusts can use our service.

Details of the adviser who originally sold the product or service you are complaining about

Their Name	
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The kind of product or service you are complaining about

Name of Product or Service	
Type of Product or Service	
Any Reference Number <i>(e.g. your account and sort code, hire-agreement, or loan number; policy or claim number)</i>	

Please tell us what your complaint is about

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Time limits may apply to your complaint so please tell us these dates

	Day	Month	Year
When did the sale you are complaining about take place?			

How do you want the business to put things right for you?

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Accessibility and practical needs

	YES	NO
Do you have any practical needs where we could help – by making adjustments like using large print, Braille or a different language?		
*if YES, please tell us how we can help you.		

Finally, please read and sign this declaration

I would like Creditplus to consider my complaint. I confirm all the information I have given is true and accurate to the best of my knowledge. I understand that:

You will need to handle personal details about me – which could include sensitive information – to deal with my complaint effectively.

You may need to share information about my complaint with the business I have complained about and any other relevant organisations.

You handle complaints differently from the courts – and you usually settle complaints by phoning and writing to the two sides, not by holding hearings in person.

You or a trusted third party may contact me to help monitor the quality of your service.

You may publish examples of where things can go wrong, based on real cases, but you will always respect my privacy and keep my personal information confidential.

Signature

Date

Signature

Date

- You need to sign, even if someone else is complaining on your behalf. This shows you have given them your permission to complain for you.
- For complaints involving accounts or policies held jointly, each person needs to sign.
- If you are signing on behalf of a business, please give your job title.

Please tick if you have included everything you want to tell us about your complaint.

Post to...

Creditplus
Bourne House
23 Hinton Road
Bournemouth
BH1 2EF



0333 6000 290*



complaints@creditplus.co.uk



www.creditplus.co.uk

*Calls are recorded for training and monitoring purposes

- We will use the details you give us on this form to see if we can help you with your complaint.
- We may need more information from you. And there are rules and restrictions that may apply.
- If we cannot help you, we will give you the chance to query anything you don't understand or agree with.

Creditplus is a credit broker and not a lender, we can introduce you to a limited panel of lenders for which we will earn a commission, and in some instances we may also charge an admin fee. Creditplus is a trading name of Jump Finance Ltd (FRN 953084) registered in England (Registration Number 12665481. ICO Number ZA768331). The guidance provided within this website is subject to the UK regulatory regime and is therefore primarily targeted at consumers based in the UK. All finance is subject to status and income. Applicants must be 18 or over. Terms and conditions apply. Guarantees and indemnities may be required. Registered in England | Registered number 12665481 | VAT number 375298847 | ICO registration number ZA768331 | Registered Office: Bourne House 23 Hinton Road Bournemouth BH1 2EF.