

Our complaints procedure.

We're sorry to hear something about our service is making you unhappy. When something has gone wrong, we want to know so that we can put it right as quickly as we can.

Your feedback is extremely valuable as it allows us to continually improve our products and services.

To help make it easy, there are a few different ways you can get in touch. It's a good idea to have your takepayments reference number handy when you contact us, so we can find your details as quickly as possible.

We're committed to addressing all complaints, fully and fairly, and in a reasonable timeframe.

How to raise your issue with a member of our team:

There are 3 easy ways to get in touch with us:



By phone on:

01606 566 600



By email at:

**customer.experience@
takepayments.com**



By post to:

Customer Experience,
4th Floor, Highbank House,
Exchange Street,
Stockport SK3 0ET

Firstly, speak to us

If you call us, our Customer Success team will do everything they can to resolve your complaint right away. If you contact us another way, one of our Customer Experience Consultants will make contact within 2 business days to discuss your issue with you.

If we require more time to propose a solution, we will let you know and confirm when we will next make contact to provide an update.

Complaint resolution

If you consider your complaint to be resolved by the close of the third business day, we will provide you with a Summary Resolution Communication for your records.

Final response

We strive to resolve most complaints within a matter of hours, however sometimes issues are complex and may take time to be thoroughly investigated.

We'll send a letter if your case is still ongoing after four weeks and we will confirm our Final Response no later than 8 weeks from the date you first made the complaint. If for any reason we cannot give you a final response within 8 weeks, we will write to you to explain why.

If you remain dissatisfied

If you remain dissatisfied after receiving our final response, you may pass the complaint to the Financial Ombudsman Service where you are eligible to do so.

If you have entered into a regulated hire agreement with us and you are a sole trader, a partnership of two or three partners or an unincorporated association, you can ask for a review from the Financial Ombudsman Service after you've received a final response letter from us.

You can use the details below to contact them and find out more information about how to use the Financial Ombudsman Service.

If you are eligible and wish to refer your complaint to the Financial Ombudsman Service, then you must do so within six months of the date of our Final Response.



By phone on:

**0800 023 4567
OR
0300 123 9123**



By email at:

**complaint.info@
financial-ombudsman.org.uk**



By post to:

The Financial Ombudsman Service,
Exchange Tower,
London, E14 9SR