



## **Complaints Procedure (Small Business)**

### **Our commitment to you**

At ThinCats all of our customers are important to us, and we believe you have the right to a fair, swift and courteous service at all times.

We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

### **ThinCats' Complaints Procedure**

1. We will acknowledge your complaint, by email, within 24 hours (1 business day) of receipt of your complaint. At the same time, you will be advised of the person who will be handling your complaint.
2. We will investigate your complaint, and send an initial response within 5 business days. We will endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.
3. We will endeavor to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.
4. If you are not satisfied, then you can respond to the email requesting that the matter is escalated to the Chief Executive Officer, who will investigate your complaint and will endeavor to send a final response to you within 4 weeks of receipt of your request.
5. If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Ombudsman Service (FOS)  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financail-ombudsman.org.uk](http://www.financail-ombudsman.org.uk)  
Telephone: 0800 023 4567

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response.