

## AZSET Finance - Customer Complaints Process

At AZSET Finance, we are committed to delivering exceptional service and ensuring customer satisfaction. However, we understand that sometimes things may not go as expected. If you are dissatisfied with any aspect of our service, we encourage you to let us know so we can address your concerns in a timely and effective manner.

### 1. How to Lodge a Complaint

You can lodge a complaint in one of the following ways:

- **By Phone:** Call our customer service team at 0161 257 3044 Our team is available 0900-1700 Monday - Friday
- **By Email:** Send your complaint to [complaint@azsetfinance.co.uk](mailto:complaint@azsetfinance.co.uk) with the subject "Customer Complaint" and include details of the issue.
- **By Post:** Write to us at Minshull House, 159 Slade Lane, Manchester M19 2AF with a description of your complaint.

### 2. Information to Include in Your Complaint

To help us resolve your issue quickly, please provide the following information:

- Your name and contact details
- Your account or reference number (if applicable)
- A clear description of the problem, including dates and any communication or documentation related to the issue
- What you would like us to do to resolve the issue

### 3. Acknowledgement of Your Complaint

Upon receiving your complaint, we will:

- **Acknowledge Receipt:** Within 2 business days, we will acknowledge that we have received your complaint.
- **Assign a Case Manager:** A dedicated complaints officer will be assigned to your case to ensure that your concerns are addressed appropriately.

### 4. Investigation Process

Once your complaint is received, we will:

- Conduct a thorough investigation into the issue by reviewing all relevant documentation, communications, and any other pertinent information.

- Contact you if we need any additional details or clarification to complete our investigation.

## 5. Resolution Timeline

We aim to resolve all complaints within **10 business days** of receiving them. If your complaint is complex or requires further investigation, we will inform you of the reason for the delay and provide a revised timeline for resolution. In such cases, we will provide updates every 10 business days until the matter is resolved.

## 6. Outcome and Resolution

Once the investigation is complete, we will:

- Notify you of the outcome of your complaint and any actions we will take to resolve the issue.
- If you are satisfied with the proposed resolution, we will implement the agreed-upon solution promptly.

## 7. Feedback and Continuous Improvement

At AZSET Finance, we value your feedback as it helps us improve our services. Even if your complaint is resolved, we welcome any additional suggestions on how we can enhance your experience in the future.

This complaints process is designed to ensure that your concerns are handled fairly, efficiently, and transparently. We appreciate your patience and will strive to resolve any issues as quickly as possible. Thank you for choosing AZSET Finance.

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