

Making a Complaint

At Skipton Business Finance we are committed to providing outstanding service. However, if at any point you become unhappy or concerned about the service we have provided, we would like you to tell us so that we can put things right.

Your Relationship Manager should be able to help you with your complaint. You can contact them by phone, email, in writing or by arranging a meeting.

Alternatively, you can send details of your complaint to:

Skipton Business Finance Ltd
The Bailey
Skipton
North Yorkshire
BD23 1DN

If you contact us, please include the following details so that we can start to help you immediately:

- Your name and address
- Your client reference number (if known)
- Your email address
- A summary of your complaint
- Any supporting documentation

What We Will Do

We will try to resolve your complaint straight away, but complex complaints can take longer. If this happens, we will keep you informed about the progress of your complaint. We may also need to ask you for further information to help with our investigation.

If your complaint has not been resolved within five business days of receipt, we will let you know:

- Why your complaint hasn't been resolved yet.
- Who is handling your complaint.
- When we will contact you again.

As a member of UK Finance, we abide by their Invoice Finance and Asset Based Lending Code, and we are committed to providing a final response or resolution within 12 weeks of receiving your complaint.

We aim to resolve all complaints internally, but if you are not satisfied with our response, you can formally register your complaint in writing (which includes email) through the UK Finance Independent Complaints Process.

UK Finance Independent Complaints Process

UK Finance will take details of your complaint and, subject to meeting the eligibility criteria*, they will arrange to refer your complaint to the Centre for Effective Dispute Resolution (CEDR) Alternative Dispute Resolution service for an impartial and independent review.

*Further information on UK Finance's Invoice Finance and Asset Based Lending Code, the Complaints Process (including eligibility criteria) and other associated elements is available at www.ukfinance.org.uk or by contacting UK Finance:

By phone: 0203 934 1456

By email: ifabstandards@ukfinance.org.uk

By post: UK Finance, 5th Floor, 1 Angel Court, London, EC2R 7HJ