

How to make a complaint

EOS Solutions UK Plc are passionate about providing the highest quality of service to our customers, but we acknowledge that sometimes things can go wrong. If something has gone wrong for you, we'd like to try and put it right as soon as possible.

You can contact us in whatever way is most convenient to you with details of your complaint. Please provide your EOS reference number, a description of your complaint, how you think we can resolve it, and any other relevant information.

How to contact EOS

Simply get in touch, letting us know the problem and please remember to quote your EOS reference number:

Phone: 01925 816 626

Email: complaints@eos-solutions.uk.com

Online portal: [EOS Customer Self-Service](#)

Post: EOS Solutions UK Plc
Lytham House
Kelvin Close
Birchwood
WA3 7PB

How we will investigate your complaint

- Once we have received your complaint, we want to resolve it as soon as possible
- We will do our best to resolve it within three business days of receipt.
- If we can't resolve your complaint within three business days we will acknowledge your complaint within five business days.
- We will then aim to resolve your complaint within four weeks. If this has not been achieved, we will write to you to let you know that our investigations remain ongoing. We will let you know the progress of your complaint and when we hope to complete this by.
- We will send you our final response as soon as possible but no later than eight weeks from receiving your complaint. In the unlikely event we are unable to provide a final response at this time, we'll contact you to explain the delay and give you an indication of when to expect our response.
- Our final response will set out how we investigated your complaint, our decision, and any actions we have taken or plan to take.

Authorised and Regulated by the Financial Conduct Authority for accounts formed under the Consumer Credit Act 1974 (amended 2006)

How to contact the Financial Ombudsman Service (FOS)

The Financial Ombudsman Service (FOS) is a free, independent and impartial intermediary body that mediates on complaints between customers and financial services firms when they cannot come to an agreement themselves.

If you remain unhappy or have not received a response within eight weeks you can then refer your case to the Financial Ombudsman Service (FOS). We will provide you details of how to do this on our final response however we have also included their details below:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Phone: [0300 123 9 123](tel:03001239123)

Web: financial-ombudsman.org.uk

How to contact the Credit Service Association (CSA)

The Credit Services Association (CSA) is the trade association for debt collection and the debt purchase industry. EOS Solutions UK Plc is a member of the CSA and complies with their code of practice. If you believe we have broken the rules of this code and are not satisfied with our final response to your complaint you can refer your case to them.

Credit Services Association

2 Esh Plaza

Sir Bobby Robson Way

Great Park

Newcastle Upon Tyne

NE13 9BA

Phone: [0191 217 0775](tel:01912170775)

Email: info@csa-uk.com

Web: www.csa-uk.com

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