

# Complaints Policy

(V.2 March 2023)

We aim to always treat our customers fairly, especially when they feel they have cause for complaint. We take any complaint very seriously. Any complaint, whether made in writing or verbally, is immediately captured and recorded. If your complaint cannot be resolved by the first line support staff (e.g. customer service or your tutor), then your complaint will be referred to our **Customer Resolution Manager** to address your complaint in full.

## How to raise a complaint

### 1

Please first contact the customer service team to see if this is something they can resolve for you. Due to the nature of some queries this could take up to 5 days to investigate fully. Please view the below contact information for our customer service team:



Call us on **0121 392 8288**  
(available from Mon-Fri 9am-5pm)



Email us at **customer.services@stonebridge.uk.com**



Write to us at **Customer Service Department, Wilson House, Lorne Park Road, Bournemouth, BH1 1JN**

### 2

Please include your complaint points that you would like to address in full, along with the resolution that you would like. Alternatively, please email the details of your complaint to **customer.services@stonebridge.uk.com**

Please complete this link to raise your complaint



### 3

Our complaints team will review your complaint and begin an investigation. They will aim to come back to you within 5 working days with an update or a resolution.

While we would always aim to complete an investigation within eight weeks, if, for any reason, our investigation is not concluded within this period, our Complaints Officer will write to you again. We will inform you of the reasons for the further delay and we will advise you that if you are not satisfied with our progress, you may refer the complaint to a relevant external arbitrator, such as Citizens Advice. To contact them, please visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call the Citizens Advice consumer helpline on **0808 223 1133**

However, if you have taken out a credit agreement with our third-party finance provider then you will be within your rights to refer your complaint to the Financial Ombudsman Service if you are unhappy with the outcome of our investigation, or if the investigation exceeds 8 weeks. You must contact them within 6 months from the date of our final response to your complaint.

**Their contact details are given below:**



**Tel:** 0800 023 4567



**Web:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)



**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)