

Important Complaints Information for TNC Group Services

TNC Group Services views all complaints very seriously and constantly strives to improve all aspects of its working practices through close partnership with the Credit Services Association, Financial Conduct Authority, Financial Ombudsman Service and the British Parking Association.

To ensure that we maintain a transparent policy towards complaints we would like to explain our current procedures and anticipated timescales.

- Receive complaint in writing or from the tncgroupservices.com website (complaints section) from the subject.
- Review the nature of the complaint and establish liability. Where shared liability with another company/individual exists TNC Group Services will inform the complainant in writing whilst the matter is jointly investigated.
- The complaint will be logged on our system and the matter will be placed on hold whilst a full investigation is conducted. A letter will be issued to the complainant confirming receipt of the complaint and suspension of any further action pending the outcome.
- TNC Group Services will issue a response to the complaint with 14 days of its receipt. This response will advise the subject of our findings and will clearly inform them of any remedial action or redress that is considered appropriate. This response will also confirm that where the subject feels we have not suitably addressed their concerns they may be entitled to refer it to the Financial Ombudsman Service. The letter will include a brief paragraph explaining the role of the FOS together with their website address.
- TNC Group Services will investigate the complaint competently, diligently and impartially and will explain fairly and clearly our assessment of it and our decision on whether to uphold it or reject it based on the information presented. We will also confirm whether the matter is to be closed, is to remain on hold pending further information from a client or if collections activity is to resume. In the event of the latter course of action, where the complaint relates to a specific collections agent, the matter will be passed to a fresh agent.
- The complaint will be kept on record and included in the Credit Services Association quarterly review.

Projected Timescales for the Complaints Process

- ✓ DAY 1 – Complaint received and logged.
- ✓ DAY 2 – Letter of acknowledgment issued to complainant.
- ✓ DAY 3(+)- Commencement of investigation
- ✓ WITHIN 14 DAYS – Response sent to complainant either upholding or rejecting the complaint and explaining what remedial action and/or redress is being taken.
- ✓ WITHIN 28 DAYS – A final response will be issued and FOS details provided should the subject feel the complaint has not been suitably addressed. If no response is received within 28 days of the final response the complaint file will be closed.

Please address any correspondence to: **The Complaints Manager, The TNC Group, Portland House, Albion Street, Cheltenham, GL52 2LG.**