

If You Have A Complaint

If you have a complaint please contact us using any of the following methods -

- **Call Us on 023 9237 5921**
- **Online** – Visit our website – paritytrust.org.uk and use one of the ‘Contact Us’ forms
- **In writing** -
Parity Trust
East Wing, 1000 Lakeside
North Harbour
Portsmouth
PO6 3EN
- **Visit** our offices at the above address

In order to try and resolve your complaint as quickly as possible please provide the following -

- Your account number if you already have a loan with us.
- Details about the best way to contact you.
- As much information as possible about your grievance.
- Any solution you would like us to provide to rectify the situation.

How We Will Handle Your Complaint

We will do all we can to provide a timely response and we will initially acknowledge receipt of your complaint in writing.

- If we are unable to resolve your complaint within 5 working days we will provide you with an update in writing which will let you know when you can expect a full response.
- We may need to call you for further information.
- Once all the details of your complaint has been investigated we will issue you with a final response.
- The Financial Conduct Authority (FCA) allows us up to 8 weeks to resolve a complaint however we will endeavour to achieve a satisfactory resolution well before this deadline.

Financial Ombudsman Service

If you are still not happy after receiving our final response then you would be able to contact the Financial Ombudsman Service (FOS). The FOS provide an independent review and they will assess your case without any charge for their service. Please note the FOS would only be able to assist if you have been through the above complaints process first with Parity Trust.

FOS Contact Details -

- **In writing by email** - complaint.info@financial-ombudsman.org.uk
- **Telephone** - **0800 023 4 567** or **0300 123 9 123**
- For further details - www.financial-ombudsman.org.uk