**Complaints**

Legal Recoveries & Collections Ltd strive to provide an excellent customer service and reputation that we work hard to maintain. However, we also recognise that sometimes things can go wrong. In the event that we have made a mistake, or we could have done something better, we will do our best to put this right for you.

**How to complain:**

1. By telephone – 0330 024 6353

2. By letter – Complaints Team, LRC Ltd, Units 1 & 2, Grains Building, High Cross St,

Nottingham, NG1 3AX

3. By email - complaints@legalrecoveries.com

**How the complaint process works:**

• If any issues arise in the course of your dealings with us, please talk to us and let us know what your concerns are. It is highly likely that the situation can be resolved quickly by a Manager, therefore please speak to them early on so that any issues can be dealt with as soon as possible.

• If we are unable to resolve your concerns in the first instance, then the matter will be referred to the Complaints Team, who will contact you promptly in writing to acknowledge receipt of your complaint. If you have any documentation that could assist us with our enquiries, please forward this as soon as possible, so that we can resolve your complaint more quickly.

• We will attempt, by week 4, to conclude our investigation and send you our final response. If we are unable to do so, for example if we are awaiting information, then we will send you a letter updating you with our progress. In any case, we will send you our final response by week 8.

If, after a final response from LRC Ltd, you do not feel that your complaint has been dealt with satisfactorily, then you may contact the following organisations:

**Credit Services Association (CSA)**

This is an industry trade body which operates a Code of Practice. LRC Ltd are member s of the CSA and required to abide by the CSA's Code of Practice. You can contact the CSA in relation to your complaint by writing to them at:

Credit Services Association,

2 Esh Plaza, Sir Bobby Robson Way,

Great Park, Newcastle upon Tyne, NE13 9BA

Telephone: 0191 217 0775 F: 0191 236 2709

Email: info@csa-uk.com

**www.financial-ombudsman.org.uk**

This is an independent and impartial dispute resolution organisation.You can contact them by writing to:

Financial Ombudsman Service

The Financial Ombudsman Service

Exchange Tower

London E14 9SR

Telephone: 0300 1239 123

**The Legal Ombudsman**

Who can be contacted by post at PO Box 6806, Wolverhampton, WV1 9WJ or by telephone on 0300 555 0333 or by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Further information can be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining or, if outside of this period, within three years of when you should reasonably have been aware of it.