

Customer Complaint Information



Managing Debt Responsibly

CR1048/NOV 23/1-0

Our Goal

To investigate and correct all elements of each complaint as quickly as possible and wherever possible to use the results to improve the services that we offer.

Our Commitment

We always try to provide the best possible service but like any business occasionally we may not always get things right.

Moorcroft believes in providing compliant and responsible debt collection services.

We always take all complaints and concerns very seriously.

We promptly investigate any complaint received. Our aim is to provide a full explanation of our findings.

If our investigation concludes that we can make improvements we will do so.

What we'll need to know

So that we can start dealing with your complaint straight away we'll need:

- Your name and address.
- Your Moorcroft reference number.
- When the issue occurred.
- A description of your complaint.
- Any names or dates you've noted if you've already spoken to someone about this problem.
- How you've been affected by this.
- A contact number and convenient time to contact you.



Can someone deal with your complaint on your behalf?

Yes, just provide us with the details of who you wish to deal with this matter on your behalf.

What Happens Next?

We will suspend all activity on the account.

Our Compliance Team will take responsibility for the investigation. This might mean that they contact you (or our client) to ask for more information.

If we cannot fully respond to you within 5 working days, we will acknowledge receipt of your complaint.

We will answer your complaint as soon as possible, but if after 4 weeks we cannot, we will write to you again with an update.

Response to your Complaint

Within 8 weeks of receiving your complaint we will send you a final response which will detail our investigation and findings.

Very rarely, we may need a little more time, if this is the case we will write to you to let you know when we expect to be able to provide the final response.

If you are not happy with our response please contact us using the details below.

Highest standard of service at all times

Committed to Compliance

Our aim is to provide the highest standard of service at all times, we seek to deal with all accounts as efficiently and courteously as possible.

Contact Details

Compliance Team, Moorcroft Group PLC,
Moorcroft House, 2 Spring Gardens,
Stockport. SK1 4AA.
Reg. No. 01703704 England.

Moorcroft Debt Recovery Ltd is Authorised and regulated by the Financial Conduct Authority.

Tel: 0330 123 9765
www.mdrl.co.uk
customerrelations@moorgroup.com



The Credit Services Association

The only national association in the UK for companies active in debt recovery, tracing and allied services. We are active members of the Credit Service Association (CSA) and ensure that we comply with all aspects of the CSA Code of Conduct.

Credit Services Association

2 Esh Plaza, Sir Bobby Robson Way,
Great Park, Newcastle Upon Tyne. NE13 9BA.
www.csa-uk.com



The Financial Ombudsman Service

An independent service in the UK for settling complaints between businesses providing financial services and their customers. The Financial Ombudsman Service will only look at your complaint after we have had the opportunity to investigate, so please contact us first. You have 6 months from receiving our final response to refer it to them.

Financial Ombudsman Service

Exchange Tower, Harbour Exchange Square,
London. E14 9SR.
www.financial-ombudsman.org.uk