

# Newable Business Loans Complaint Procedure

Newable Business Loans (Newable) is committed to delivering a professional, high-quality service to all customers. Whilst we want to provide the best service possible, we recognise that sometimes things can go wrong and when they do, we want to know so that we can put things right as quickly as possible

**This page explains how you can raise a complaint and what you can do if the complaint hasn't been resolved to your satisfaction.**

## How to make a complaint

In the event you wish to make a complaint, in the first instance please report it to your contact at Newable, this may be your relationship manager or customer success representative.

Alternatively, this can be done via email to [support@newable.awsapps.com](mailto:support@newable.awsapps.com), telephone (020 3964 2770) or by post, by writing to Newable Lending, 140 Aldersgate Street, London, EC1A 4HY.

Newable takes complaints seriously and will investigate each complaint in its own merit. **Upon receipt of your complaint we will issue an acknowledgement letter within 5 days.** Our team will investigate the circumstances and will do everything we can to resolve this as quickly and as fairly as possible.

Where we can resolve the complaint within three working days, with your explicit satisfaction, we will send you a resolution letter confirming this.

Where the complaint needs more in-depth investigation, we will issue an acknowledgement letter to document receipt of your complaint and continue our investigation. Once we can reach a conclusion, we will write to you with our final response.

We have up to eight weeks to complete our investigation and issue you with the resolution letter.

### Newable Finance

140 Aldersgate Street, London, EC1A 4HY  
+44 (0)20 7403 0300



If we are unable to resolve the complaint within this timeframe, we will inform you of this.

**Following each resolution letter**, whether it is the agreed resolution, the final response or the eight-week deadline letter, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS), free of charge, within six months of the letter if you are dissatisfied. The FOS is an independent service for settling disputes between businesses providing financial services and their customers.

Further information can be found on their website: <http://financial-ombudsman.org.uk/>

**It is important that you give us the opportunity to fully investigate the complaint before referring it to the FOS.** However, you have the right to refer your complaint to the FOS before such time. The Financial Ombudsman Service will be able to assess your complaint if Newable agrees to this. **A record of your complaint** will be retained for quality control and reporting purposes, in accordance with our Record Retention Policy.

You can call the Financial Ombudsman on: 0800 023 4567. To file a complaint, you can download a form from their website and email it to: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or post it to: Financial Ombudsman Service, Exchange Tower, London E14 9SR. You can also fill in a complaint form on their website and submit it directly.

**Newable Finance**

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