

## Complaints Policy and Procedure

Are You Owed Money Limited always aim to achieve the highest possible standards particularly in dealing with our customers and those we contact regarding accounts we are collecting. We are committed to treating customers fairly. We hope that you have no need to complain but should you have then please use the following procedure.

Please address your concerns to Suzanne Taylor in writing or by email to;

Are You Owed Money Limited  
Windgate House  
Tarleton Office Park  
Tarleton  
Preston  
PR4 6JF

[suzanne@ayom.co.uk](mailto:suzanne@ayom.co.uk)

Please provide your name, address and contact telephone number and your reference number.

We will endeavour to respond to you within 5 working days of receipt and aim to resolve your complaint within 4 weeks to your total satisfaction.

It may of course be that you are not happy with the outcome of our investigation and in which case you can contact the Financial Ombudsman Service or the Financial Conduct Authority using the following details –

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

0800 023 4567

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The Financial Conduct Authority  
25 The North Colonnade  
London  
E14 5HS

0300 500 0597

[www.fca.org.uk](http://www.fca.org.uk)