

Complaints Handling Procedure

We would like to hear if you have a complaint.

At Octane we work hard to ensure our customers get the best possible service. However, there are occasions when an issue crops up and needs resolving.

When this happens, please do not hesitate to contact us, as we always want to hear from customers and more importantly have the chance to put things right. Our service to our customers is the most important aspect of our business and we will always look to improve this, where we can.

You can contact us by phone, email or in writing at the following address:

Head of Customer Service
Octane Ltd
Ivanhurst Industrial Estate
Woodham Road
Wickford
SS11 7QY

Telephone: 01268 211611

Calls from a landline are charged at local rate. Calls from a mobile may vary.

Email: hello@octanefinance.co.uk

We will acknowledge receipt of the complaint within 48 hours and hope to have a resolution within 4 weeks. We will contact you again (via your preferred method of contact) within another 4 weeks if we are unable to provide a final response. We always aim to resolve your complaint straight away, however there are occasions (outside of our control) which may take the complaint a little longer to rectify. In any event we will endeavour to respond to your complaint, in full, within 8 weeks.

If the complaint is not resolved within 8 weeks or you're not satisfied with our decision, you may be eligible to refer your complaint to the Financial Ombudsman Service.

You can contact the Financial Ombudsman Service using the details below.

By Telephone:

0800 023 4567 (free for most people calling from a fixed line)

0300 123 9123 (cheaper for callers using a mobile)

0207 964 0500 (if calling from abroad)

E: complaint.info@financial-ombudsman.org.uk

W: www.financial-ombudsman.org.uk

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www.octanefinance.co.uk

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