



## **COMPLAINTS POLICY**

We aim to provide excellent customer service to all customers and to deal with our partners fairly and with integrity. However, we realise that we might not get it right always. If we do make a mistake, we'll do our best to put things right as quickly as we can.

Please tell us what is wrong by contacting us in one of the following ways:

1. E-mail us at [info@blueraycapital.co.uk](mailto:info@blueraycapital.co.uk)
2. Call Blueray Capital on 0845 273 3846 between the hours of 9am and 5pm, Monday to Friday
3. Write to Blueray Capital at 20-22 Wenlock Road, London, N1 7GU

We commit to respond within 2 working days and will endeavour to resolve your complaint as quickly and fairly as possible.

However, if we are unable to provide an adequate response at this stage, or it is taking longer than expected, we will contact you to let you know we are looking into the matter in more detail and provide an estimated date for its conclusion.