



**LANTERN**

DEBT PURCHASE & RECOVERY SPECIALISTS

## MAKING A COMPLAINT

Our customers genuinely are at the heart of what we do and we aim for 100% customer satisfaction. But we also know we don't always get it right 100% of the time. If that's happened with you, we'd like to try to put it right as quickly as we can.

You can contact us in whatever way is most convenient to you with details of your complaint. Please provide your Lantern customer reference number, a description of your complaint, how you think we can resolve it, and any other relevant information.

You can contact us with your complaint via any of the following:

Phone: 0113 887 6876

Email: [complaints@lanternuk.com](mailto:complaints@lanternuk.com)

Post:

Lantern

Protection House

83 Bradford Road

Leeds

LS28 6AT

## HOW WE WILL INVESTIGATE YOUR COMPLAINT

Once we have received your complaint, we will do our best to resolve it by the end of the next business day.

If we can't do this we will acknowledge your complaint within five working days and provide you with the name and contact details of who will be looking after your case.

We will then aim to resolve your complaint within 4 weeks. If this has not been achieved we will write to you and let you know the progress of your complaint and when we hope to complete this by.

We will send you our final response as soon as possible but no later than 8 weeks from receiving your complaint. In the unlikely event we are unable to provide a final response at this time, we'll contact you to explain the delay and give you an indication of when to expect our response.



Lantern is authorised and regulated by the Financial Conduct Authority for consumer credit regulated accounts under firm reference number 718024. Lantern is the trading name of Lantern Debt Recovery Services Limited. Registered in England and Wales Company No. 06637307. Registered office: Protection House, 83 Bradford Road, Leeds LS28 6AT





**LANTERN**

DEBT PURCHASE & RECOVERY SPECIALISTS

## CREDIT SERVICE ASSOCIATION (CSA)

We are also members of the Credit Service Association (CSA) and comply with their code of practice. If you believe we have broken the rules of this code and are not satisfied with our final response you can refer your case to them.

Credit Service Association  
2 Esh Plaza  
Sir Bobby Robson Way  
Great Park  
Newcastle Upon Tyne  
NE13 9BA  
Phone: 0191 217 0775  
Email: [info@csa-uk.com](mailto:info@csa-uk.com)  
Web: [www.csa-uk.com](http://www.csa-uk.com)

## FINANCIAL OMBUDSMAN SERVICE (FOS)

If you remain unhappy or have not received a response within 8 weeks you can then refer your case to the Financial Ombudsman Service (FOS). We will provide you details of how to do this on our final response however we have included their details below:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Phone: 0300 123 9 123  
Web: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

The Financial Ombudsman Service (FOS) exists to mediate on complaints between customers and financial services firms when they cannot come to an agreement themselves. There is no cost to customers for their services.