

Our Complaints Handling Procedure – Discretionary Commission Arrangements

Close Brothers Motor Finance is committed to providing the highest levels of service to our customers. Should you feel in any way dissatisfied with the service you have received from us, we will endeavour to resolve the matter promptly, fairly, and efficiently. The following information summarises the steps we will take now that we have your complaint:

What happens next

As we can't resolve your complaint within three working days of receipt, we will write to you and acknowledge your complaint within five working days of receiving it.

If we receive a complaint outside normal working hours, it will be treated as if it had arrived at the start of the next working day, our office hours are Monday to Friday 9:00am to 5:00pm.

Your complaint has been paused

On the 11 January 2024, the Financial Conduct Authority (FCA) announced their intention to review historical discretionary commission arrangements across the motor finance industry.

As part of this, the FCA has confirmed they are pausing the 8-week deadline for motor finance providers to respond to complaints about motor finance involving this type of commission. The pause means we don't have to respond to your complaint until after 25 September 2024, at the earliest.

After the pause has ended, we will provide you with our Final Response to your complaint. When we need to provide that response will depend on when we received your complaint. For example, if we received your complaint on 21 December 2023, 3 weeks before the FCA's announcement on 11 January 2024, your complaint was then paused until 25 September 2024. We'd then have the remaining 5 weeks to provide you with a Final Response after 25 September 2024. If we received your complaint between 11 January 2024 and 25 September 2024, we would have 8 weeks to give you your Final Response after 25 September 2024.

You can find further information about the reason for the pause on the FCA website www.fca.org.uk/car-finance-complaints.

Keeping you updated


We'll keep you updated on the status of your complaint throughout the duration of the pause, until the FCA confirm next steps.

Our Final Response

Once an investigation into your complaint has been completed, we will write to you with our findings and any proposed resolution. If we have been unable to complete our investigation and fully respond to you within 8-weeks (taking the pause into consideration), we will provide you with an update and inform you when we expect to be able to send you our Final Response.

We would prefer to resolve any concern you raise with us directly. However, following the issue of our Final Response, or the expiry of the 8-weeks, providing your complaint falls within the jurisdiction of the Financial Ombudsman Service (FOS) you may be entitled to refer the matter to FOS should you feel it necessary to do so. We will enclose a FOS consumer leaflet for your information explaining the referral process should you remain unhappy. Please note that should you decide to refer this matter to the FOS, you will have 15 months from the date of our Final Response letter in which to do so.

FOS can be contacted at:

 Financial Ombudsman Service, Exchange Tower, London, E14 9SR

 0300 1239123

 financial-ombudsman.org.uk

FOS provide a free consumer complaint referral process

Our complaints process does not affect your right to seek independent legal advice.