



Instant Funding

Complaint Handling Policy

Date: December 2023

Version: 1.0

1 Handling complaints

We endeavour to at all times provide the best level of service to our clients. However, if you feel that you have cause to complain about the services provided by Instant Funding then you should write to us on the email address listed below using the complaints form provided.

By email: Complaints@instafunding.io

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address and a telephone number on which we may contact you. Please provide a clear description of your complaint and what you would like us to do to resolve it.

We will investigate each complaint competently, diligently and impartially. Our processes ensure that all complaints are assessed fairly, consistently and promptly. In doing so we will:

- We always try to resolve a complaint quickly and amicably
- All complaints will be dealt with by our dedicated Complaints Team
- We will acknowledge in writing any complaint within 5 Working Days of receiving it.
- We will assess the evidence available and the specific circumstances surrounding a complaint.
- We will review all appropriate records and additional information and will consider similarities to other complaints that we may have received.
- If our investigation is not completed within four weeks, we will give the complainant a brief written progress report within the four-week period.
- By the end of an eight- week period from the date of receipt of the complaint, if the matter has not yet been concluded, there are two options:
 1. We will send a final response or decision letter.
 2. We will send a letter explaining why the investigation has not yet been completed, giving reasons for the delay and indicating when a final response can be expected.
- When we have completed our investigation, we will inform the complainant in writing and the letter will state the following:
 1. The outcome of the investigation and the reasoning behind our decision.
 2. The nature and terms of any settlement considered appropriate

Client Complaint Form:

A. Client Information:

Name	Account No:
Address:	

B. Brief Summary of the Complaint:

Please describe the product or service you are complaining about (description, evidence, amount and what you would like us to do to resolve the issue):

--

Please enclose any relevant documentation that may help us in dealing with the complaint.

Client Signature

Date

For internal use only:	
Complaint received by:	
Acknowledgment sent to client within 24 hours:	
Final response provided to client within 4 weeks:	
Holding response provided to client:	
List of further actions taken as per holding response:	
Signature of customer services/complaints handling officer:	
Date:	

