

Customer Complaints Form

If you remain dissatisfied after Stage 1 of raising your complaint with the Fund Manager, the complaint should be formalised by completing this Complaints Form or alternatively writing a letter.

This will be acknowledged within 5 working days of receipt and will be dealt with by the Fund Manager in the first instance. You will be informed of the outcome in writing. In general, a response will be provided within 7 working days of receiving full details of the issues raised.

Name:	
Address:	
Postcode:	
Phone Number:	
Mobile Number:	
What do you think we did wrong or did not do?	
What would you like us to do to put things right?	
Signature:	
Date:	

Please forward this Form to:

Business Loans Scotland
London road Centre,
London Road,
Kilmarnock,
KA3 7BU

Or by email to: info@bls.scot