

Grafton Optical - Buyline Personal Finance Complaints Procedure

Our Commitment

At Grafton Optical, we are committed to providing clear and fair access to personal finance options through our partner, Buyline. If you have a concern or complaint regarding your Buyline finance agreement, we aim to handle it promptly, fairly, and in line with regulatory requirements.

How to Make a Complaint About Your Buyline Finance

If you wish to make a complaint regarding your Buyline finance agreement, please contact Grafton Optical first using any of the following methods:

Email: sales@graftonoptical.com

Phone: +44 (0)1923 233980

Post: Grafton Optical, Unit 7 River Park Industrial Estate, Billet Lane, Berkhamsted, Hertfordshire, HP4 1HL

Please include:

- Your name and contact information
- Your Buyline agreement or order number
- Details of your complaint
- Any supporting documents

How we handle finance complaints

Acknowledgement: We will confirm receipt of your complaint within 5 business days.

Investigation & Liaison: Grafton Optical will review the complaint and, where necessary, liaise with Buyline on your behalf to resolve the issue. Please note that as an introducer, we do not have the authority to change finance terms, but we will ensure your concerns are communicated clearly and tracked with Buyline.

Response: We aim to provide a full response within 8 weeks. This response may include the outcome from Buyline or an explanation of any action taken. If more time is required, we will keep you informed of progress.

Resolution: We will provide a clear summary of the complaint and any outcome. If you are not satisfied with the resolution, you are entitled to escalate your complaint externally.

Escalation to the Financial Ombudsman Service (FOS)

If you remain dissatisfied after receiving our final response, you may refer your complaint to the Financial Ombudsman Service, an independent service for resolving disputes between consumers and financial businesses:

Phone: 0800 023 4567

Website: <https://www.financial-ombudsman.org.uk>

Postal Address: Exchange Tower, London E14 9SR

Time limits

Complaints must be referred to the FOS within 6 months of receiving our final response.

Accessibility

This procedure is available on our website and free of charge upon request.

Regulatory compliance

This complaints procedure complies with FCA regulations and Buyline requirements for regulated finance services.