

How to Make a Complaint

At Auriga Commercial Ltd, appointed representatives of White Rose Finance Group Limited, we are committed to providing our customers with the highest standards of service. If you are unhappy with our service or have any concerns, please let us know. We value your feedback and aim to resolve all complaints quickly and fairly.

How to Contact Us with a Complaint

You can make a complaint in any of the following ways:

Email: info@aurigacommercial.com

Phone: 0203 307 5525

Postal Address: 128 City Road London EC1V 2NX

Our Complaints Process

When you make a complaint, we will follow these steps:

Acknowledgment: We will acknowledge receipt of your complaint within five business days.

Investigation: Our team will investigate the details of your complaint and gather any relevant information to fully understand and address your concerns.

Response: We aim to resolve complaints within eight weeks. If the matter requires more time, we will keep you updated on the progress.

Involving Our Principal Firm

As we are an appointed representative of White Rose Finance Group Limited, you may also contact them directly if you have any questions or feel that your complaint has not been addressed to your satisfaction. White Rose Finance Group Limited can provide additional support or assist in ensuring your concerns are resolved effectively.

Principal Firm Contact Email: compliance@whiterosefinance.com

Principal Firm Contact Phone: 0333 405 1954

Escalating Your Complaint

If you are not satisfied with our response, or if eight weeks have passed and your complaint has not been resolved, you have the right to refer your complaint to the Financial Ombudsman Service (FOS). The FOS is an independent organization that helps settle complaints between financial businesses and their customers.

Contact Details for the Financial Ombudsman Service:

Website: www.financial-ombudsman.org.uk

Phone: 0800 023 4567 (free from most landlines) or 0300 123 9123

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

At Auriga Commercial Ltd and White Rose Finance Group Limited, we are committed to handling all complaints fairly and efficiently. We will work together to ensure that your concerns are resolved promptly and to your satisfaction.