

I'm a small business and I have a financial complaint – what do I do?

Video transcript

Has your small business, charity or trust had a problem with a financial product? Maybe an issue with a business bank account, insurance policy or loan?

What should you do? And when can the Financial Ombudsman Service help?

1. Complain to the financial business

You need to do this first, or we can't get involved.

This gives them a chance to put things right for you.

The financial business must deal with your complaint fairly and give you their final response within 8 weeks.

If you're not happy with their response, or they don't reply in time, you might be able to bring your complaint to us.

2. Use our complaint checker

Whether you can bring a complaint to us depends on a few things, like the size of your business, charity or trust, what you're complaining about and when the event you want to complain about happened.

Our website sets out more about who we can and can't help.

Answer a few questions on our site, and we'll let you know if we think we can help and what you need to do next.

There are other schemes that cover some complaints from small businesses. If we can't help, we can provide details of the service that might be able to.

3. If we can help, send us the details – You can do this easily on our website

Tell us why you're unhappy and what the financial business has said in its response.

Our online form will guide you through the information we need.

Don't leave it too long though. You must contact us within 6 months from getting the final response from the business. Any longer, and we might not be able to help.

So, if you think you've been treated unfairly by a financial business, and you want to know what to do next, take a look at our website.

sme.financial-ombudsman.org.uk/complain/can-help

financial-ombudsman.org.uk