

What's the consents.online complaints procedure?

We work hard to give you the best possible service. Sometimes, though, we don't get things right the first time. If you're not happy with the service you're receiving, please tell us so that we can put things right as soon as possible. We try to make it as easy as possible for you to share your concerns with us, and we want you to be happy with how we handle them.

Is it a complaint or dispute?

If you are disputing information that consents.online is sharing you can contact us to raise a dispute. Otherwise, here's how to contact us to raise a complaint.

How and where to complain

You can let us know about your complaint and how you've been impacted by using any of the contact details below.

Phone

To speak to us and raise your concerns, please call 0800 0902 527*. We are available Monday to Friday from 9am to 5pm (excluding Bank or Public Holidays).

*Calls are free from UK landlines and mobiles.

Email

You can email us at enquiries.consents@equifax.com

Post

You can write to us at this address:
Customer Care Team Consents Online
PO Box 10036
Leicester
LE3 4FS

What happens next?

We aim to resolve complaints as soon as possible, but if we are unable to resolve your complaint within 5 working days of receipt, we will contact you to let you know. It is possible we may need further information from you, if this is the case we will contact you directly using the contact details we have on file. Once the investigation is completed we will contact you to

confirm our findings.

We'll aim to respond in full within 15 days. If there are exceptional circumstances beyond our control we may take up to 35 days. If this is the case, we will write to you to let you know why we require this additional time.

We will however always aim to ensure we resolve all concerns as soon as possible. If we are unable to resolve your complaint within this timeline, we will write to you to let you know why and when you can expect our final decision. At this point you will also have the right to take your complaint to the Financial Ombudsman service if you want and their contact details will be included in the email or letter we will send to you.

How to take your formal complaint further

If we've sent you our final response or it's been more than eight weeks since you made your complaint, you may be able to ask the Financial Ombudsman Service to investigate this for you. Its contact details are below.

Post

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Phone

0800 023 4567

Email

complaint.info@financial-ombudsman.org.uk

Website

<http://www.financial-ombudsman.org.uk>

If you have any concerns about the way we handle your data, you can contact the Information Commissioner's Office. You can find their contact details [here](#).