

## Complaints Policy Narrative

On the rare occasion that we do receive a complaint; we take it very seriously. If you are unhappy with the any aspect of the goods you purchased with us, you may contact us in any way you prefer. Our contact details are as follows;

Phone: **+44-7930210110**

Email: **connect@heliosxLtd.co.uk**

Address: **Heliosx Limited, Sadler Bridge Studios**

### **If your complaint relates to your finance agreement**

If your complaint relates to the finance linked to your purchase, please contact First Call Group Limited, our FCA Principal, their telephone number is 0191 249 8188.

If you have an issue with a product purchased via finance and **Heliosx Limited** have been unable to resolve your issue, please contact First Call Group Limited (FCG) using the following link -

<https://www.financeworks.co.uk/register-an-issue>

Or email: [complaints@fcgltd.co.uk](mailto:complaints@fcgltd.co.uk)

Or call: 0191 249 8188

What to do if you can't reach an agreement?

First Call Group have 8 weeks to issue you with a final response but may do so sooner. After the final response has been issued, if you are not satisfied with First Call Group's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of First Call Group Limited's final response letter to you. This may be in the form of an email, call or letter.

They Financial Ombudsman Service can be contacted in the following ways:

Write: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Telephone: 0300 123 9 123

E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further details can be found on the Financial Ombudsman Service

website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).