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# FINANCE IRELAND

Complaints Handling Procedure  
Personal Customers

# Complaints Handling – Personal Consumers

If you are a personal consumer and you have a complaint you may contact us through our webform at <https://www.financeireland.ie/contact-us/>, or via post or phone to our contact details below.

We take all complaints very seriously and will endeavour to resolve the matter straight away. We will acknowledge your complaint in writing within 5 business days of receiving it and we will provide you with the name of a contact person in relation to the complaint.

We will provide you with regular written updates on the progress of the investigation of the complaint at intervals of no more than 20 business days from the date your complaint was received.

We will attempt to resolve your complaint within 40 business days. If your complaint is not resolved within 40 business days, we will inform you of the anticipated timeframe within which we hope to resolve the complaint.

We will inform you in writing of the outcome of our investigation within 5 business days of the completion of the investigation.

If after 40 days we have been unable to resolve your complaint or you are not happy with the outcome you may take your case to the Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2 D02 VH29. Telephone: +353 1 567 7000. Email address: [info@fspo.ie](mailto:info@fspo.ie). Website: <https://www.fspo.ie>.

## Our contact details:

### Motor Finance

23 Shelbourne Road,  
Ballsbridge,  
Dublin 4,  
D04 PY68,  
Ireland

[+353 1 647 0240](tel:+35316470240)

### MilkFlex

Clerkin House,  
85 Pembroke Road,  
Dublin 4,  
D04 YN53,  
Ireland

[+353 1 647 0255](tel:+35316470255)

### Commercial Property

Waterloo Exchange,  
Waterloo Road,  
Dublin 4,  
D04 E5W7,  
Ireland

[+353 1 639 1380](tel:+35316391380)

### Residential Mortgages

Clerkin House,  
85 Pembroke Road,  
Dublin 4,  
D04 YN53,  
Ireland

[+353 1 647 0250](tel:+35316470250)

### SME & Agri

23 Shelbourne Road,  
Ballsbridge,  
Dublin 4,  
D04 PY68  
Ireland

[+353 1 639 1370](tel:+35316391370)