

Customer Complaints Procedure

Glopex Asset Finance Limited | Updated 24 October 2026

1. Our commitment

At Glopex Asset Finance Limited, we are committed to providing a high-quality, professional, and transparent service to all our clients. We acknowledge that occasionally things may go wrong, and we take all complaints seriously. This procedure outlines how we handle, record, and resolve any concerns you may have.

2. How to make a complaint

Email: alex@glopexassetfinance.com

3. Our process

Once we receive your complaint, we will follow this structured process:

Stage 1: Acknowledgement

We will acknowledge your complaint by email within 5 working days of receipt. We will provide you with the name of the person handling your complaint and an initial timeline for resolution.

Stage 2: Investigation

We will conduct a thorough and impartial investigation into the matters raised. This may involve reviewing internal records, speaking with relevant staff members, or requesting further information from you.

Stage 3: Formal response

We aim to provide a final written response within 4 weeks of receiving your complaint. This response will outline our findings, our decision, and any remedial action or redress we propose to take.

If the investigation is particularly complex and we require more time, we will keep you informed of our progress and provide a revised timeline.

4. Closing a complaint

A complaint will be considered closed if:

- You accept our final response and the proposed resolution.
- You fail to respond to our final response within 8 weeks.
- We have issued a final response and no further action is required.

5. Continuous improvement

We record and monitor all complaints to identify any recurring themes or areas where our service can be improved. We are dedicated to learning from feedback to ensure we maintain the highest standards of best practice in the asset finance industry.

Approved by: Alex Gerrard, Director