

How do I make a complaint?

If you wish to make a formal complaint, please contact us and we will investigate this as soon as possible. We will send you an acknowledgement containing your complaint reference number within 5 working days of receiving your complaint.

By Phone

Our dedicated multilingual customer care team are available to speak with and can raise a complaint for you on your behalf.

03330 151 858

+44 3330 151 858 (if calling from outside the UK)

If you have a hearing impairment, unfortunately, we don't currently have a text-phone number. However, another quick method of communication is our live chat service available on our website positioned bottom right-hand corner.

By Email

hello@suitsmecard.com

By Live Chat

Our dedicated multilingual customer care team are available to chat with and can raise a complaint for you on your behalf.

By Post

If sending a letter of complaint to us using the postal service, please send it via recorded delivery so you are able to track the letter in the event it becomes lost in the post.

*Suits Me
Complaints Handling Department
The Old Shippon
Moseley Hall Farm
Chelford Road
Knutsford
Cheshire
WA16 8RB*

When will I hear back from you about my complaint?

For all complaints that we receive other than via post, we aim to contact you within 24 hours during working hours (Monday – Friday 9:00am – 8:00pm). Please allow an additional five working days for a response if sending your complaint via the postal service and please also note we are closed on UK public holidays.

We aim to resolve a complaint within ten working days and will keep in contact with you where applicable during our investigations.

What do I need to include in my complaint?

To help us process your complaint as fast and efficient as possible in order to resolve the problem experience, please include as much details as possible from the below points:

- Your full name
- Your email address
- Your phone number
- The first line of your address and postcode
- As much information about your complaint as possible with any supporting evidence if applicable

Please do not include any sensitive account information (such as account number or sort code) in an email. Suits Me will not accept liability of any lost data, you have sent via an email.

Still not happy?

If you aren't happy with the way we have handled your complaint and you feel that your problem hasn't been rectified by us, you have the right to refer your complaint to the Financial Ombudsman Service.

Financial Ombudsman Contact Details:

*Financial Ombudsman Service
Exchange Tower
London
E14 9SR*

Free Phone: [0800 023 4567](tel:08000234567) / [0300 123 9123](tel:03001239123)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk