Complaints

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: 01422 355425

Email: hello@creatingspacesgroup.com

Address: Creating Spaces Group, Engineers Works, Wakefield Road, Copley, Halifax, HX3 0TP

If your complaint relates to your finance agreement

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider Novuna. Novuna will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

What to do if you can't reach an agreement

If you are not satisfied with Novuna'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 Novuna's final response letter to you.

They 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**

Further details can be found on the Financial Ombudsman Service

website: **www.financial-ombudsman.org.uk**