



## **COMPLAINTS POLICY**

If you wish to register a complaint, please write to **Empire Finance Limited, Burnaby House, 3 Mountsorrel Lane, Rothley, Leicestershire, LE7 7PS** or telephone **01509 816205**.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 023 4567.

Empire Finance Ltd.  
Burnaby House, 3 Mountsorrel Lane, Rothley, Leicestershire, LE7 7PS  
Tel: 01509 816205 info@empirefinance.co.uk  
www.empirefinance.co.uk

Registered in England and Wales, Registered No. 08676224  
Registered address: Westwood House, 78 Loughborough Road, Quorn, Leicestershire, LE12 8DX  
Authorised and Regulated by the Financial Conduct Authority

**NACFB**  
Helping Fund UK Business