

Complaints

CCRA Business Services Ltd T/A Late Payment Letter

In the unfortunate event that you feel you are not happy with the service provided, then please contact us immediately and we will look to resolve this for you.

We will investigate every complaint and want to resolve your complaint straightaway and in the majority of cases, the first person you speak to will usually be able to resolve your concerns. After which you will receive a written confirmation of the resolution of your complaint.

If we have not been able to resolve your complaint by the end of the third business day after receipt, we will write to you to acknowledge your complaint.

We will keep you up to date while we are investigating your complaint, until we provide you with a final response within 8 weeks (56 days). This will provide you with details of our findings and conclusion, which we hope will resolve the complaint to your satisfaction.

How to get in touch with us

5th Floor
167-169 Great Portland Street
London
W1W 5PF

Telephone Number 0203 834 9732

Email Address info@latepaymentletter.co.uk