



Our store colleagues are dedicated to delivering good service. Please raise any query with a member of the store team and they will try to resolve it to your satisfaction.

If you are unable to resolve your query in store, please contact our Customer Relations team who are there to assist.



Listen and understand your query



Respond within 48 hours



Resolve your query fairly and quickly

Contacting BrightHouse Customer Relations

Telephone: 0800 526 069

Customer Relations team open times: Monday - Friday 9 am - 5 pm
(Wednesday closed at 3 pm for staff training)

Enquiry Desk open times: Saturday 9 am - 3 pm

In writing: Customer Relations, BrightHouse 5 Hercules Way, Watford WD25 7GS

Email: customerrelations@brighthouse.co.uk

BrightHouse
Your Weekly Payment Store

Complaints Procedure

If you wish to register a complaint you can do so by telephone: 0800 526 069 or email: customerrelations@brighthouse.co.uk or by writing to:
Customer Relations 5 Hercules Way, Leavesden Park, Watford, WD25 7GS

We will:

- Take time to fully understand the reason for your complaint;
- Send you written confirmation of your complaint;
- Ensure you receive an update call no later than 48 hours after you contact us;
- Endeavour to resolve your complaint fairly and amicably within 10 working days
- Send you a final response letter, summarising the agreed solution.

In the unlikely event that you are still dissatisfied after you receive the final response letter, you can write or telephone us again to discuss the matter further. Alternatively you will be able to refer the matter to the Financial Ombudsman.

You are entitled to contact the Financial Ombudsman provided that either:

- You have received a final response letter and remain dissatisfied;
- or
- Eight weeks have elapsed since you registered a complaint and we have not sent you a final response letter;
- and
- It is less than 6 months since you received the final response letter.

We listen: we welcome your comments, criticism, or indeed, your praise.

We can provide a large-print version if you ask.

Caversham Finance Limited trading as BrightHouse, 5 Hercules Way
Leavesden Park, Watford WD25 7GS. Registered in England 785922

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