



If you are dissatisfied with our service, we would appreciate your feedback so that we can address and rectify the issue.

How to make a complaint:

You can call us to speak with a member of our team (number listed on our website under the contact tab), who will be pleased to record and escalate your concerns internally. Our team is available from 08:30 to 17:30, Monday to Friday, excluding UK public and bank holidays.

Alternatively, you can email us at support@prosperafunding.co.uk. Your email will be managed by a team member and escalated internally, and we will confirm receipt within three working days.

What happens next?

Once your complaint is raised internally, we aim to respond within eight weeks of receiving it.