

# Complaint Handling Process



Version 6

We take complaints very seriously, and appreciate that, if you are not satisfied with any aspect of one of our products or services, we have the opportunity to put it right.

## How can I complain?

You can raise your complaint with us by phone, mail or email using the contact information below.

**Email:** [complaints@fleetmortgages.co.uk](mailto:complaints@fleetmortgages.co.uk)

**Telephone:** 01252 916800 (please ask for the Legal and Compliance Team)

**By Post:** Complaints, Fleet Mortgages Ltd, 2nd Floor, Flagship House, Reading Road North, Fleet, Hampshire, GU51 4WP

You may want to nominate a third party to raise the complaint on your behalf. However, we will need your authority to enable us to discuss your account with them. You should also be aware that:

- We don't charge to investigate your complaint, it will be as if you raised the complaint yourself
- We're not liable for any fees you need to pay for a third party's services
- If we make a redress payment in respect of your complaint, this will be made directly to you.

To help us investigate and resolve your complaint, please make sure you include:

Your name, address and account details

A description of your complaint and how you have been affected

A contact number (or other preferred method of contact) and a convenient time to contact you.

## How will we handle your complaint?

If your complaint cannot be resolved during the first contact, we will refer it to an independent manager to investigate. By independent, we mean someone whose responsibilities are outside of the business area your complaint relates to. Your complaint will be acknowledged within 5 days.

If we have been unable to resolve your complaint after 20 working days, we will contact you and confirm the status and next steps.

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On rare occasions, a complaint may take longer than 20 working days to investigate, in which case we will write to you and confirm the status of the investigation and the next steps.

If we've been unable to resolve your complaint within eight weeks, or you are not satisfied with our response, you can refer the matter to the Financial Ombudsman Service (FOS).

The FOS is an independent organisation, which helps to resolve complaints that customers and financial institutions haven't been able to resolve themselves.

The contact information of the FOS is:

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Telephone:** **0800 023 4 567** (free from a landline but charges apply from a mobile)  
**0300 123 9 123** (charged at the same rate as 01 or 02 numbers from a mobile)  
**+44 20 7964 0500** (for calls from outside the UK)

**By Post:** **Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR**

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)