



Mortgages for Business

2018



Complaints

Need to complain? How we'll handle it

What you should know

What we'll need to know

What you can do if you're still not satisfied



Best Specialist
Mortgage Adviser

Complaint about our service?

How we'll handle it

We're sorry things didn't work out. Tell us what went wrong.

We aim to give you the best possible service, but there may be times when we don't always get it right.

If you tell us what went wrong, and give us the opportunity to put it right, it will help us to avoid making the same mistakes in future.

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

How to get in touch



Email: complaints@mortgagesforbusiness.co.uk



Tel: 01732 471600



Post: Complaints, Mortgages for Business

17 Kings Hill Avenue, Kings Hill
West Malling ME19 4UA

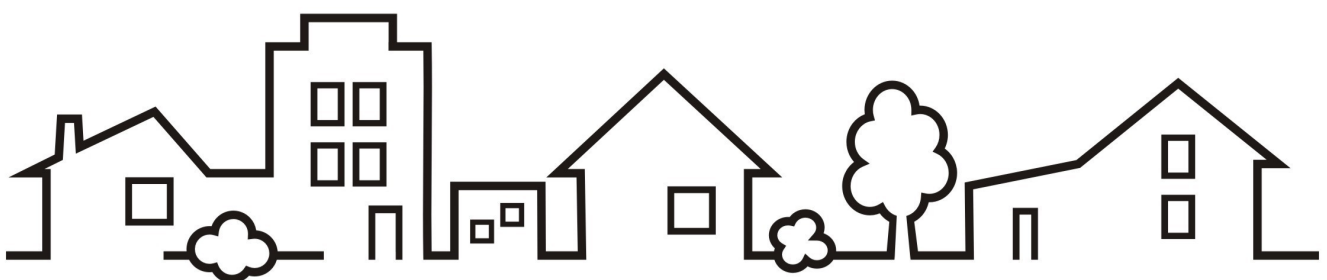


Tell us why you are dissatisfied

What we'll need to know

In order to capture, record and fully understand your complaint we will need some or all of the following information:

- Your name and address
- Your account details
- A description of your complaint
- How you've been affected
- A contact number and convenient time to contact you
- If you wish to nominate a third party to raise the complaint on your behalf, we will need your written authority to enable us to discuss your account with them.





Your rights

You need to know

When making your complaint please bear in mind

We are not liable for any fees you may need to pay for any third party's services you may choose to use.

If we make a redress payment in respect of your complaint, this will be made directly to you.

If a complaint you raise with us has to be forwarded to the correct service provider/lender, we will do so without delay and let you know.

How we'll handle your complaint

We'll always do our best to fix the issue straight away. We will acknowledge your complaint within five working days of having received it.

We aim to resolve your complaint within 15 working days, but please allow us up to eight weeks. If your complaint is complex we may need more time. If this is the case, we'll keep you updated.

We'll give you details of how we intend to resolve your complaint and a note of your complaint reference number.

If we need to call you to find out more, it's worth knowing that some calls may display as 'unknown', 'private' or 'withheld' on certain handsets. We'll let you know we're trying to reach you via email.

We'll keep you updated regularly, but if you have any questions, please contact our Compliance Officer directly.

When we are in a position to do so, we will send you a final response which we hope will resolve the complaint to your satisfaction.

Where to take your unresolved complaint

If for some reason we have been unable to resolve your complaint within eight weeks, or you are not satisfied with the resolution, you can:

- **Take your complaint to the Financial Ombudsman Service.** This applies to complaints relating to both regulated and non-regulated products and services.
- **Take your complaint to the National Association of Commercial Finance Brokers.** This applies to complaints relating to non-regulated products.

Taking your complaint further



**Financial
Ombudsman
Service**

Where to take your unresolved complaint

The Financial Ombudsman Service

The FOS is an independent organisation which sorts out complaints consumers and financial businesses haven't been able to settle themselves.

If for some reason we haven't been able to resolve your complaint within eight weeks, or you're not satisfied with our proposed resolution, you can refer your complaint to the Financial Ombudsman Service.

You'll need to do this within six months of receiving our final response letter.

To find out more about the FOS visit:

www.financial-ombudsman.org.uk

How to contact the Financial Ombudsman Service



Email: complaint.info@financial-ombudsman.org.uk



Tel: 0800 023 4567



Post: The Financial Ombudsman Service
Exchange Tower, London E14 9SR

Taking your complaint further



Where to take your unresolved complaint

The National Association of Commercial Finance Brokers

Mortgages for Business is a founder-member of the NACFB. The NACFB aims to provide high standards of service to all customers, but to ensure that your interests are safeguarded, a grievance procedure has been introduced.

If you are not satisfied with our final response, you are invited to write, summarising the basis of your dissatisfaction to the Chief Executive of the NACFB.

To find out more about the NACFB visit:

www.nacfb.org.uk

How to contact the NACFB



Email: complaints@nacfb.org

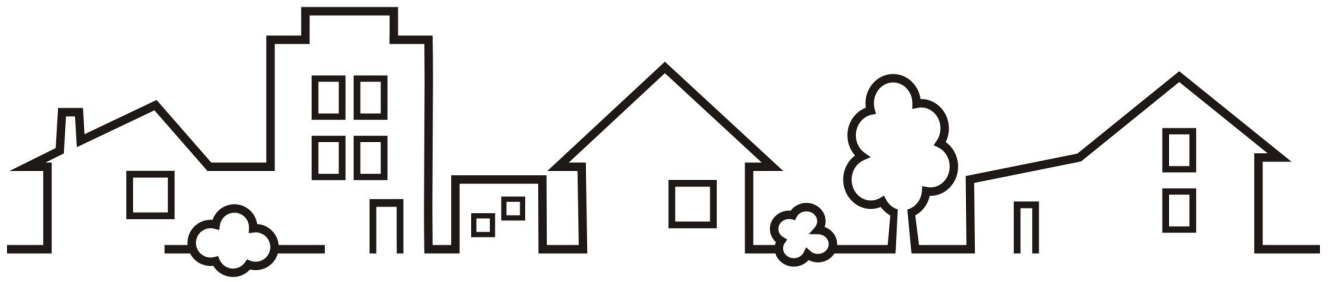


Tel: 020 7101 0359



Post: The Chief Executive, NACFB

Hamilton House, 1 Temple Avenue,
London EC4Y 0HA



More information

A copy of this leaflet can be downloaded from our website.

www.mortgagesforbusiness.co.uk

How to get in touch



Email

complaints@mortgagesforbusiness.co.uk



Telephone

01732 471600



Post

Complaints

Mortgages for Business

17 Kings Hill Avenue, Kings Hill

West Malling ME19 4UA



**Mortgages
for Business**