



Mortgages
for Business



Need to complain?
How we'll handle it

Call 01732 471 600

Visit mortgagesforbusiness.co.uk

How we'll handle it

We're sorry things didn't work out.

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.



complaints@mortgagesforbusiness.co.uk



01732 471 600



Complaints, Mortgages for Business,
17 Kings Hill Avenue, Kings Hill,
West Malling, ME19 4UA



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
- Application Reference Number
- 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 discuss your application with them

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

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.

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 (FOS).
- Take your complaint to the National Association of Commercial Finance Brokers.

Where to take your unresolved complaint



The Financial Ombudsman Service

The Financial Ombudsman Service is a service that settles complaints between consumers and businesses that provide financial services.

If we haven't been able to resolve your complaint within eight weeks, or you're not satisfied with our proposed resolution, you may be able to 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



complaint.info@financial-ombudsman.org.uk



0800 023 4567



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

Where to take your unresolved complaint

NACFB

HELPING FUND UK BUSINESS

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



complaints@nacfb.org



020 7101 0359



The Chief Executive, NACFB,
33 Eastcheap, London, EC3M 1DT



More information

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

www.mortgagesforbusiness.co.uk

How to get in touch



complaints@mortgagesforbusiness.co.uk



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