



Handling Your Complaints Effectively



www.precisemortgages.co.uk

Our aim is at all times to provide quality products and services to all of our customers. There may, however, be occasions when you feel that this objective has not been achieved, and we would like to hear about it.

If you are not happy with our service, for whatever reason, you can contact us:

- by telephoning our Customer Services Team on **0800 116 4385** or if your complaint relates to financial difficulties our Collections Team on **0800 781 8558** OR
- by writing to us at: **Precise Mortgages PO Box 6037, Wolverhampton WV1 9QW**

We want to resolve your problem quickly and fairly, but in some instances, a complex case may take time to investigate thoroughly. So that you know what to expect, below are the timescales that we work to. In the vast majority of cases we resolve problems a lot quicker than this:

- We will try to resolve your complaint, where possible, by the end of the next working day after receiving it.
- If it is not possible to resolve your complaint by the end of the next working day, we will send you a prompt written acknowledgement, within 5 business days that your complaint has been received and is being dealt with. This will include the name of the member of staff who has appropriate experience and is authorised to resolve the complaint for you.
- If we are unable to resolve your complaint within four weeks of receipt, we will contact you and explain why we have been unable to achieve this. We will also give you an indication of when we will next be in touch.
- If we are unable to resolve your complaint to your satisfaction within eight weeks of receipt, we will contact you again and explain why. You can then, if you wish, exercise your right to take your complaint to the Financial Ombudsman Service, who can be contacted using the following details:

Address: South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone: 0300 123 9 123

Website: www.financial-ombudsman.org.uk

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

It is important that our Complaints Procedure is finalised before you approach the Financial Ombudsman Service as their rules state we must be given up to 8 weeks to try to resolve complaints.

If you are not satisfied with our Final Response and you want the Financial Ombudsman Service to consider your complaint, you only have 6 months from the date of our Final Response to refer it to the Ombudsman. However, none of these procedures affect your legal rights.

We can provide literature in large print, Braille and audio tape.
Please ask us for this leaflet in an alternative format if you need it.