

## How to Complain

We aim to offer expert knowledge and unbeatable service, but there may be occasions when you feel you have cause to complain. If you have a complaint, we would like to be able to speak to you about it to give us the opportunity to put it right.

## Call us

Call our office on 0203 900 0970. Our office is open Monday to Friday, 8:45am to 5:15pm.

## Write to us

In order for us to resolve your complaint as quickly as possible, please include the following information in your letter:

- Full name
- Company Name/ Purchase/ Remortgage address
- As much information about the complaint as you can provide
- Any particular actions you wish us to take to resolve your complaint

Please address letters to:

Funding Hut  
St, Mary's House, 40 London Road, Newbury, RG14 1LA

## Next steps

We'll record your complaint and do all we can to resolve it by the end of the next working day. Some complaints take longer to resolve. If this is the case, we'll send you an acknowledgement letter within five working days of your complaint being received. We will also tell you when we will be able to give you a more detailed response. The Financial Conduct Authority allow us eight weeks to provide a final response, but we will aim to resolve your complaint much earlier than this.

## If you're still not happy

If we cannot settle your complaint, you may be entitled to refer it to the Financial Ombudsman Service. Further information is available from their website  
<http://www.financial-ombudsman.org.uk>