

Making a Complaint

We endeavor to provide good quality service to all our Customers and regularly review how we work to ensure our service is maintained and improved.

However, we are aware that sometimes things can go wrong. If you do have a problem, then we would like to hear about it immediately, so we can try to resolve it with you.

Please telephone us on 0333 014 4474 or write to us at:

Rooftop Mortgages
PO Box 522
Ipswich
IP1 3HS

How we'll try to resolve your complaint

When we hear that you're not satisfied, our trained team members will try to help you in resolving your complaint straight away. If we can do this within three business days, we'll confirm the outcome to you in writing.

As some complaints do take longer to investigate, we'll send you a letter within five business days to confirm that we're looking into it for you. We'll also provide you with the contact details of the person handling your complaint.

We'll aim to keep you updated and will send you our final response letter within eight weeks of us receiving your complaint.

Further assistance

If you haven't heard from us within eight weeks or are unhappy with the outcome detailed in our final response letter, you can contact the Financial Ombudsman Service (FOS).

We'll give you the FOS details in our final response letter and you'll need to refer your complaint within six months of receiving it.

Financial Ombudsman Service
Exchange Tower
London, E14 9SR
T: 0800 023 4567
E: complaint.info@financial-ombudsman.org.uk
W: financial-ombudsman.org.uk

Rooftop Mortgages General Enquiries

T: 0333 014 4474

Lines open 8.30am – 5.30pm Monday to Friday. Calls may be recorded.