Rooftop Mortgages
P.O. Box 522
Ipswich IP1 3YE

(t) **0330 058 0953**

Your Complaint – Our Commitment To You

We are fully committed to providing a high quality service to our customers at all times. However, we know that sometimes things can go wrong, causing you to be dissatisfied with the service offered. If this happens, we want you to tell us so we can try to put it right.

We will try to resolve your complaint as quickly and fairly as possible. Most issues and concerns can be promptly resolved over the phone and you can contact us on 0330 058 0953.

We take complaints seriously and would like to assure you that we will investigate your concerns thoroughly and treat you fairly.

We promise to:

- Investigate all of your concerns in a timely, fair, consistent and impartial manner
- Keep you regularly informed of the progress of your complaint
- Consider your individual circumstances when reviewing your complaint
- Take the appropriate action that we feel is fair and reasonable to put things right for you.

In the event that we are unable to resolve your complaint promptly, your concerns will be reviewed independently by our Customer Care Team.

In this case, we will:

- Acknowledge your complaint in writing, giving the name of the person handling your case, requesting more information in regards to your concerns where necessary
- Maintain and adhere to the promises described above when investigating your complaint
- Write to you to provide an update if we are unable to complete our investigation within four weeks
- Endeavour to resolve your complaint as soon as possible and provide you with our final written response within eight weeks of us receiving your complaint
- Clearly explain the reasons for our decision and provide you with information on how to pursue your complaint further should you wish to.

Rooftop Mortgages Limited
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