

# Making a Complaint

## **Introduction**

This leaflet explains how we will investigate complaints, in accordance with the rules of the Financial Conduct Authority (FCA).

## **How to complain**

You can contact One 77 Mortgages Ltd (on the contact points below). Complaints can be verbal or in writing:

Complaints Department, One 77 Mortgages Ltd  
Hartham Park  
Hartham Lane  
Corsham  
SN13 0RP

Tel: 01225 667179

Email: [complaints@one77fs.co.uk](mailto:complaints@one77fs.co.uk)

## **How your complaint is handled**

A formal acknowledgement will be issued to you within 5 working days (of the date of complaint)

Within 4 weeks (of the date of complaint) the customer will receive either;

A final response, or

A letter explaining why One 77 Mortgages are not yet in a position to resolve the complaint and indicating when we will make further contact.

Within 8 weeks (of the date of the complaint), the customer will receive either;

A final response, or

A letter explaining why One 77 Mortgages are not yet in a position to resolve the complaint and indicating when we will make further contact.

The final response letter will also include a flier from the Financial Ombudsman Service (FoS)

## **If you are still unhappy**

If we cannot resolve your complaint to your satisfaction, you may be able to refer the matter to The Financial Ombudsman Service that was set up by the Financial Conduct Authority to review certain unresolved complaints.

When we respond to your complaint, we will let you know if you are eligible to refer your complaint to the Financial Ombudsman Service. They can be contacted at:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Tel: **0800 023 4 567**

<http://www.financial-ombudsman.org.uk/>