



Complaints Procedure

We aim to provide all our clients with excellent customer service however, on the rare occasion where this isn't the case, we take your feedback very seriously and will strive to improve our service.

If you, or any other interested parties i.e. guarantors, are dissatisfied with a recommendation we have made, you are entitled to make a complaint. We have a complaints procedure that is available on request. If you wish to register a complaint, please contact us:

In writing: Operations & Compliance Manager, Mortgage Matchmakers Limited, 44 West Plaza, Town Lane, Staines, TW19 7FG

By e-mail: enquiries@mortgagematchmakers.co.uk

Please be assured we treat complaints seriously.

For your further protection, if you cannot settle your complaint with us, you may be entitled to refer it to the **Financial Ombudsman Service ('FOS')**. Full details of the FOS can be found on its website at www.financial-ombudsman.org.uk.