

Our Complaints Process

We're sorry things didn't work out. Tell us what went wrong.

We aim to give you the best possible service, but there may be times when we don't always get it right.

If you tell us what went wrong, and give us the opportunity to put it right, it will help us to avoid making the same mistakes in future.

You can raise your complaint with us by using the contact information below.

How to get in touch

Email:

complaints@keystonepropertyfinance.co.uk

Telephone:

0345 148 9086

Post:

**Complaints
Keystone Property Finance Limited
42 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4AJ**

What we'll need to know

To ensure we fully understand your complaint we will need some or all of the following information:

- Your case number
- Your contact details

- A description of your complaint and how you've been affected

What you'll need to know

When making your complaint please bear in mind

We are not liable for any fees you may need to pay for any third party services you may choose to use.

If we make a redress payment in respect of your complaint, this will be made directly to you.

If a complaint you raise with us has to be forwarded to the correct service provider we will do so without delay and let you know.

How we'll handle your complaint

We'll always do our best to fix the issue straight away. We will acknowledge your complaint within five working days of having received it.

We aim to resolve your complaint within 15 working days, but please allow us up to eight weeks. We'll keep you updated with the progress.

Once we have concluded our investigation, we will send you a final response which we hope will resolve the complaint to your satisfaction.

Escalation

If we have been unable to resolve your complaint within eight weeks, or you are not satisfied with the resolution, you can;

- Take your complaint to the Financial Ombudsman Service (FOS)

The Financial Ombudsman Service

If for some reason we haven't been able to resolve your complaint within eight weeks, or you're not satisfied with our proposed resolution, you can refer your complaint to the FOS. You'll need to do this within six months of our final response.

Post:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone:

0300 1239 123

Email:

Complaint.info@financial-ombudsman.org.uk

Website:

www.financial-ombudsman.org.uk

Please be advised, the FOS is not able to investigate every complaint it receives, as the issue may not be within their jurisdiction.

Keystone
Property Finance

