

HAVE WE DONE SOMETHING WRONG?



When applying for a mortgage or insurance product we know that from time to time things don't always go as smoothly as we'd hope. Start Financial Services will always do our absolute best to correct any mistakes as we whole-heartedly believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what's gone wrong. To resolve your issue quickly please contact the Team Member you have been working with to try to put things right.

Stage One - Formal Complaint

If the Team Member can't help you put things right, so if you are not happy and your issue has been unresolved please do get in touch with our central Customer Care team, customercare@lrg.co.uk. To put your mind at ease, they will contact you within three working days so you know we are looking into it for you. After this, they will liaise with Kirsty Payne, Financial Services Admin Manager who will provide a full response in writing within fifteen working days.

Stage Two - Formal Complaint

If after receiving Kirsty's response in writing you still consider your complaint to be unresolved, please let Customer Services know. Your complaint will be placed in the care of please email or Financial Services Director, Grant Nichols who will provide you with a Final Viewpoint letter within fifteen working days.

Customer Services

The Acorn Group Customer Services
9 St Marks Road
Bromley
Kent
BR2 9HG
customerservices@acorngroup.co.uk
020 8315 6929

Stage Three - Formal Complaint

Hopefully the Final Viewpoint Letter will resolve your complaint. If not, or if more than 8 weeks has passed since you first made your complaint, you can refer the case to Stonebridge Mortgage Solutions Limited, 9 Lords Court, Basildon, Essex, SS13 1SS. Stonebridge will provide you with an independent case review.

Stonebridge Mortgage Solutions

Stonebridge Mortgage Solutions Limited,
9 Lords Court, Basildon, Essex, SS13 1SS



John Payne

