

Complaints procedure

What to do if you want to complain

CHL Mortgages is responsible for providing and administering mortgages. We strive to provide an excellent service so, if something goes wrong and you need to complain we will take it seriously and do our best to resolve your complaint promptly and fairly.

Making a complaint

If you have a problem please contact us as soon as possible. If you call us we will try to resolve the problem during the call, or tell you how we are going to resolve it.

When you make a complaint, please provide the following information:

- The account holder's name and address
 - The account number for the mortgage or loan affected
 - Contact details for the person making the complaint, including any preferred contact times
 - A clear description of what you are complaining about
 - Details of what you would like us to do to put things right
 - Copies of any relevant correspondence and/or details of any calls you have previously made to us
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What we will do and how long it will take

We will try to resolve your complaint immediately. Failing that, we will aim to resolve your complaint within three business days of receipt and if we are able to do this, a letter (called a 'summary resolution communication') will be issued to you confirming your complaint has been resolved.

If we cannot resolve your complaint within three business days of receipt we will:

- Send a written acknowledgement to you within five business days
 - Tell you the name of the person responsible for resolving your complaint and when you can expect to receive a final written response
 - Tell you if we need any more information from you or anyone else to help us investigate your complaint
 - Provide a final written response to the person making the complaint within four weeks of receipt, or tell you when we expect to provide one. In these instances we will respond to your complaint within a maximum of eight weeks of receipt
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How to contact us

Website: chli.co.uk/customers

Post:

CHL Mortgages
PO Box 146
SKIPTON
BD23 9GN

Telephone: 0371 472 2032

Monday to Friday – 9am to 5pm

Calls may be recorded for monitoring and training purposes.
Charges for calling 03 numbers are the same as for calls made to standard UK landline phone numbers starting 01 or 02 and are also included in bundled minutes and unlimited call packages.