

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

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

How to contact us

If you're a buy to let customer

Log in to the self-serve portal

The fastest way to get support is through our [self-serve portal](#), where you can quickly find answers or manage your request without waiting. If you still need assistance, you'll be able to contact us directly from there.

Call us: 0371 472 2032

Lines are open between 9am to 5pm Monday to Friday, excluding bank holidays.

Alternatively you can write to us at:

CHL Mortgages
PO Box 146
SKIPTON
BD23 9GN

If you're a bridging finance customer

Call us: 01252 365 888 (Option 4)

Lines are open between 9am to 5pm Monday, Tuesday, Wednesday and Friday, and 10am to 5pm on Thursdays, excluding bank holidays.

Email us: bridging@chlmortgages.co.uk