

Our number one priority is to provide customers with the highest level of service. However, we know that sometimes things can go wrong. Customer feedback helps us understand where things have gone wrong and gives us the opportunity to put them right. It also helps us understand where we need to improve our products and services.

If you have a complaint about Mortgage Advice (Staffs) please contact us.

Post: Resolutions Department (Complaints), Mortgage Advice (Staffs) Limited, 49 Market Street, Longton, Stoke-on-Trent, Staffs ST3 1BW

Email: [enquiries@mortgagestaffs.co.uk](mailto:enquiries@mortgagestaffs.co.uk)

Phone: 01782 333368.

If your complaint cannot be resolved straightaway we will:

Acknowledge receipt in writing, confirming our understanding of your complaint, who will be handling it and giving you the opportunity to provide any further information or documents

The Financial Ombudsman Service

If you're dissatisfied with our response, you can ask the Financial Ombudsman Service for an independent review free of charge, but you must do so within six months of the date of our final response letter.

The Financial Ombudsman Service (FOS) will only consider your complaint once you've tried to resolve it with us, so please take up your concerns with us first and we'll do all we can to help.

Further information on the services provided by the Financial Ombudsman Service can be found on their website: <http://www.financial-ombudsman.org.uk> or alternatively,

Post: The Financial Ombudsman Service, Exchange Tower, London. E14 9S

Phone: 0800 023 4567 or 0300 123 9123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Alternative Dispute Resolution (ADR) Directive

Alternative Dispute Resolution (ADR) Directive. The ADR directive is European law, which means alternative ways of resolving contractual disputes between consumers and businesses are available. The Financial Ombudsman Service (FOS) is the ADR provider for Financial Services in the UK and will provide a complaint handling service under the ADR Directive in addition to its role as an Ombudsman Service.

Online Dispute Resolution Platform (ODR). Complaints about Financial Services firms may also be sent to the Online Dispute Resolution website; <http://ec.europa.eu/consumers/odr>.

Any complaints received via the ODR, will be forwarded to the FOS and then to Mortgage Advice (Staffs) Limited. Complaints received by this method will be treated in the same way as those received through existing means.