

## How we'll put things right

**At Reliance Property Loans we are committed to giving you the best service at all times. If we do not deliver the standard of service you expect, or if we make a mistake, we need to know so we can put things right.**

If you are unhappy with any aspect of our service we would like to know about it. We will investigate the situation and set about putting it right as quickly as we can.

### How to make a complaint

You can telephone or write (please include your account number and a daytime contact number) detailing your complaint to our admin office at:

**PO Box 6810**  
**Wolverhampton**  
**WV1 9WQ**  
**T: 0333 2406131**

### What happens next?

We aim to resolve all complaints by the close of three business days after the date the complaint is received. If this is not possible, we will let you know that we have received your complaint and are investigating it.

Within four weeks of receiving your complaint we will explain what caused the problem and what steps we have taken to put it right. If we have been unable to settle the complaint by this time then we will tell you why and what we are doing to resolve the issue. We will also tell you when we will be in touch again.

We have a statutory duty to keep a record of your complaint for three years from the time we receive it.

### What happens if we cannot resolve the issue?

If we cannot agree a solution, we will send you a final response within eight weeks explaining our position. If you are still not satisfied or if eight weeks have passed since you first raised your complaint with us you have the right to refer your complaint to the Financial Ombudsman Service (FOS). We will send you instructions of how to do so in our final response letter.

### We subscribe to the Financial Ombudsman Service (FOS)

The FOS provides consumers with a free independent service for resolving disputes with financial organisations. The FOS will only investigate a case when the financial institution has had the opportunity to put things right. They allow Reliance Property Loans up to eight weeks to deal with your complaint. If you are still not satisfied, you must take your complaint to the FOS no later than six months from the date of our final response letter.

Visit the FOS website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) for more information about how to take a complaint to them. Their address is:

**The Financial Ombudsman Service**  
Exchange Tower  
London E14 9SR

**T: 0800 023 4567**

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