

Making a complaint

Our commitment to you



**Foundation**  
Home Loans

Call **0344 770 8030** or visit  
[www.foundationhomeloans.co.uk](http://www.foundationhomeloans.co.uk)

October 2022 V3

At Foundation Home Loans we aim to provide a high standard of service to our customers.

We appreciate we do not always get things right and are disappointed we have given you cause to be unhappy with our service.

Bringing this to our attention gives us an opportunity to put matters right and improve our customer service.

We take complaints seriously and we want to assure you that we will investigate your concerns thoroughly and fairly.

### HOW TO CONTACT US:

#### By Telephone

You can call us on **0344 770 8030** or

#### By Email

Email us at **CustomerRelations@foundationhomeloans.co.uk**

#### In Writing

You can write to us at:  
Customer Relations Manager  
Foundation Home Loans  
5 Arlington Square  
Downshire Way  
Bracknell  
Berkshire RG12 1WA

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### WHAT HAPPENS NEXT?

#### **We will:**

1. Investigate all of your concerns in a fair and impartial manner
2. Keep you informed of our progress throughout
3. Put things right for you where we find that we have done something wrong
4. Always consider your individual circumstances when reaching our decision and take appropriate action that we feel is fair and reasonable in order to resolve your complaint
5. Explain clearly the reasons supporting our decision, regardless of the outcome, and provide you with information on how to pursue your complaint further should you wish to

#### **How quickly will you receive a response?**

Depending upon how long it takes to resolve your complaint will send you one of the following:

##### **Summary Resolution Communication**

If we are able to resolve your complaint to your satisfaction within 3 business days following the day of receipt of your complaint. We will also provide you with details about the Financial Ombudsman Service (FOS) should you wish you take matters further.

##### **Final Response Letter**

If we find it is going to take longer than 3 business days to resolve your complaint we will send you an acknowledgement letter as soon as we are able. We will keep you informed on the progress.

A final response will be sent to you within 8 weeks of receiving your complaint. This will include a full explanation of our investigation and our decision.

##### **What if you think our decision is unfair?**

If you are not satisfied with our final response, or in the unlikely event that we are unable to issue a final response to your complaint within 8 weeks of us receiving it, you may refer your complaint to the Financial Ombudsman Service, free of charge.

***We have included information about them on the next page.***

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### THE FINANCIAL OMBUDSMAN SERVICE

The Financial Ombudsman Service is an independent organisation. They resolve complaints that consumers and financial businesses have not been able to resolve between themselves.

If you receive a final response letter from us, and you want to contact the Financial Ombudsman Service, you'll need to do this within 6 months of receiving our final response.

**You can contact the Financial Ombudsman Service by writing to:**

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Alternatively, you can phone them on **0800 023 4567**.  
(Calls to this number are now free from mobile phones and landlines)

Or email them at **complaint.info@financial-ombudsman.org.uk**

To find out more about the service visit **www.financial-ombudsman.org.uk**

If you'd like this information in another format, call us on **0344 770 8030**.  
Braille, large print or audio format are available.

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