

Home in One - Complaints Procedure

We aim to provide you with a first class professional and confidential service.

What you should do if you have a complaint

Should you have any cause for complaint you should communicate this, in the first instance, to our Complaints Co-ordinator through the adviser responsible for your mortgage and insurance arrangements or direct to:-

Complaints Co-ordinator
Home in One
Suite 8, Christchurch House
Beaufort Court, Sir Thomas Longley Road
Rochester, Kent
ME2 4FX
Telephone 01634 731 535
Email admin@homeinone.co.uk

Your complaint will be acknowledged within 3 working days. At this time you will be advised of the person who will handle your complaint, conduct an investigation and provide you with a written response.

If your complaint remains unresolved it will be referred to the Compliance Officer of our principal, Home In One Financial Services Ltd who is:-

Brian Fitzpatrick
Home In One
Christchurch House
Beaufort Court, Sir Thomas Longley Road
Rochester, Kent
ME2 4FX
Email brian.fitzpatrick@homeinone.co.uk

Financial Ombudsman Service

Should we be unable to resolve your complaint within eight weeks you may be able to refer it to the Financial Ombudsman Service at Exchange Tower, London, E14 9SR. They can be contacted on 0300 123 9 123 or via their website at www.financial-ombudsman.org.uk