

> Making a complaint



We're committed to providing quality products and services to all our customers and constantly monitor the way we work to make sure we do this.

But things can go wrong so if you do have a problem, then we would like to hear about it straight away:

T: 0800 368 1834

E: complaints@bluestone.co.uk

Complaints Team
Bluestone Mortgages
First Floor, Melbourne House
44-46 Aldwych
London
WC2B 4LL

How we'll deal with your complaint

When we get your complaint one of our trained team members will try to resolve your complaint straight away. If we've managed to reach a resolution within three days, we'll confirm this in writing.

Regrettably some complaints take longer to investigate so if we can't resolve it in this time, we'll send you a letter within five days to let you know we're dealing with it and give you the contact details of the person handling it.

We'll continue to keep you updated until we can resolve your complaint and aim to let you know our final response within eight weeks of us receiving your complaint.

More help

If you're unhappy with our final response or you haven't heard from us within eight weeks, you can refer your complaint to the Financial Ombudsman Service free of charge. We'll send you full details about this service with our final response. If you do want to refer your complaint you'll need to do it within six months of receiving our final response.

T: 0800 023 4567

T: ++207 964 0500

T: 0300 123 9123

E: complaint.info@financial-ombudsman.org.uk

W: financial-ombudsman.org.uk

Financial Ombudsman Service
Exchange Tower
London
E14 9SR



Get in touch if you need this document in Braille, large print or audio tape

W: bluestone.co.uk | T: 0800 368 1833

Lines open 9.00am - 5.30pm Monday to Friday. Calls may be recorded.

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