

## Complaint Process

When something goes wrong it is important that you share your experience with us. This will help us improve our service standards and we can try and resolve the issue.

If your complaint is about the service provided by one of our panel Solicitors, this should be addressed directly to them as they will be dealt with under the solicitors own complaints handling procedures. Alternatively, we can advise you in connection with reporting the matter to the Solicitors Regulation Authority who is responsible for the regulation of Solicitors.

Should you have any questions about this, please feel free to contact us.

1. Complaints may be made in by
  - a) writing to us on Clear Your Mortgage, 42- 46 Hagley Road, Edgbaston, Birmingham, West Midlands, United Kingdom, B16 8PE
  - b) telephone - 0330 043 9896
  - c) Email – [complaints@clearyourmortgage.co.uk](mailto:complaints@clearyourmortgage.co.uk)
  - d) Or in person

in respect of a claims management service that we have provided and that is regulated under the compensation Act 2006.

2. We reserve the right to decline a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.

3. We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business.

4. Within four weeks of receiving a complaint we will send you either: a. a final response which adequately addresses the complaint; or b. a holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.

5. Within eight weeks of receiving a complaint we will send you either:
  - a) a final response which adequately addresses the complaint; or
  - b) a response which:
    - I. explain why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
    - II. Informs you that you may refer the handling of the complaint to the Legal Ombudsman if you are dissatisfied with the delay.

6. Where we decide that redress is appropriate we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.

7. If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to – Legal Ombudsman, PO Box 6804, Wolverhampton, WV1 9WG, Opening hours 8:30 am – 5:30 pm Mon-Fri, Tel: 0300 555 0333, Email: [cmc@legalombudsman.org.uk](mailto:cmc@legalombudsman.org.uk)

8. The Legal Ombudsman can review the handling of the complaint and can give a direction on further handling of the complaint. However, he cannot determine a complaint or award compensation

*Clear Your Mortgage*  
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