

GUIDE TO COMPLAINTS

At Vida Homeloans we aim to provide a first class service and are committed to the highest standards of customer care. However, we don't always get things right first time. If you're not completely happy with our service, we'd like to hear about it; that way we can do something to put it right.

Our promise

We promise to deal with your complaint promptly and fairly and to investigate all issues raised with us.

How do I register a complaint?

To register a complaint, you can contact us by telephone or in writing at:

Vida Homeloans
1 Bridge Street
Staines-upon-Thames
Surrey
TW18 4TW
[03332 413 214](tel:03332413214)

How will Vida Homeloans resolve my complaint?

We always aim to resolve your complaint quickly and fairly, but in some instances, such as a complex case, it may take time to investigate thoroughly. Below are the time scales you should expect when raising a complaint with Vida Homeloans.

- We will try to resolve your complaint, where possible, by the end of the next working day after receiving it.
- If it is not possible to resolve your complaint by the end of the next working day, we will send you a written acknowledgment within 5 business days, highlighting that your complaint has been received and is being dealt with. This will include the name of the employee who will be looking into your complaint and a case reference number.
- A final response will be provided within 8 weeks of the receipt of your complaint, which will include a full explanation of our findings. Should you be disappointed with the outcome of your complaint, you may refer the matter to the Financial Ombudsman Service who provides a free, independent service for customers to resolve disputes with financial firms. The Financial Ombudsman Service will not deal with your case unless you have first given us the chance to assess your complaint and issue our final response to you. We will issue you with a copy of the Financial Ombudsman Service consumer leaflet when we respond to your complaint which outlines the steps you can take if you are not happy with our final response.

Financial Ombudsman Service can be contacted at:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Email: complaint.info@financial-ombudsman.org.uk
Telephone: 0800 023 4567 or 0300 123 9123 from a mobile