



Customer Complaints Procedure

Our commitment to our customers

We put customer service and commitment to our stakeholders at the heart of what we do. We strive to get it right, first time, every time. However, there may be occasions when things do not go as planned and our service falls short of your expectations. In such cases, please let us know straight away and we will make every effort to deal with the situation promptly and to our customer's satisfaction.

Who can complain?

Any customer who receives a service from us and is affected by our decisions or actions.

How do I make a complaint?

If you wish to register a complaint we have provided you with 3 ways to contact us:

In Writing – Write to: Complaints Office, Vision Property Finance Limited, 10 Bloomsbury Street, London, WC1B 3SR.

By Phone – Telephone 0207 206 2500

By Email – complaints@visionfinance.co.uk

The Complaints process

In the event of a complaint, we will:

- Acknowledge the complaint within **5 working days** and endeavour to provide a full written response **within 4 weeks**. If we are unable to do so, we will explain to you why the investigation is still on going and provide a progress report informing you of the status of the investigation and give you a date when a final response letter will be provided.
- Within **8 weeks** a final response will be given setting out the decision on the complaint and your Financial Ombudsman Service referral rights.