

# Complaints Process

We hope that you will be satisfied with the service that we provide. If you wish to register a complaint, please contact us via any of the following methods:

**In Writing:** The Customer Resolution Team, PRIMIS Mortgage Network, 3700

Parkside, Birmingham Business Park, Solihull. West Midlands. B37 7YT.

**By Telephone:** 0121 767 1139

**By Email:** [complaints.solihull@primis.co.uk](mailto:complaints.solihull@primis.co.uk)

PRIMIS will aim to deal with your complaint quickly and impartially. You can see our full complaints procedures via our website [www.primis.co.uk](http://www.primis.co.uk). If we cannot resolve your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service.

Full details can be found on its website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)