

Dealing with your complaint

At Alexander Hall, each of our clients is important to us and we believe you have the right to a fair, swift and courteous service. If you are dissatisfied with the service or advice you have received, we will attempt to resolve the matter informally in the first instance. If we are unable to resolve the matter informally, we have a detailed complaints handling process to ensure we are able to investigate and respond to your complaint thoroughly and fairly.

Advising on and arranging residential mortgages and personal protection policies is regulated by the Financial Conduct Authority. The same is not normally true for Buy-to-Let, commercial or offshore mortgages. However, in the interests of treating customers fairly, we treat these complaints in the same manner.

Should you wish to register a complaint, you may do so by calling 08000 38 37 36 and asking to speak to a member of the Compliance Team. Alternatively, you may write to us at: Compliance Department, Alexander Hall, 137-144 High Holborn, London, WC1V 6PL or via email at AHCompliance@alexanderhall.co.uk.



STAGE 1 – Upon receipt of your complaint

We will write to you within five working days to provide you with the contact details for our Compliance department. If your complaint was taken verbally, we will also confirm our understanding of your concerns and ask you to comment if you feel there are any inaccuracies in our understanding.



STAGE 2 – Investigating your complaint

We will review our records and discuss your concerns with all those involved. During the course of our investigation, we may need to contact third parties, such as lenders or solicitors, which may extend the time required to complete our investigation. If we need to obtain your authority to communicate with third parties, we will let you know as soon as reasonably possible.



STAGE 3 – Responding to your complaint

You will receive a final written response to your complaint, which we will aim to issue within four weeks of receipt of your complaint; subject to any requested information being provided in a timely manner. If we are unable to do so, we will write to you to tell you. If we are unable to respond within a further four weeks, we will write to you again explaining why and to advise when you can expect it.



STAGE 4 – The Financial Ombudsman Service

If we have not issued a response within eight weeks, or once we have sent you a final response, you are not happy with it, you may be eligible to refer your complaint to the Financial Ombudsman Service. Further information can be found at www.financial-ombudsman.org.uk.