

Complaints

We hope that you will never have cause to complain but if you do and you wish to register a complaint, please contact our network;

In writing: Stonebridge Mortgage Solutions Ltd.

Regency House, Miles Gray Road, Basildon, Essex, SS14 3FR

By telephone: 0345 646 5505

By email: complaints@stonebridgegroup.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.