



Complaints Procedure

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We aim to provide excellent service, but if you are unhappy, we want to know.

How to Complain:

- Email us at Sarah@imm.uk.net
- Call us on 01273 470025
- Write to:

Sarah Sargent
Independent Mortgage Matters
81 High Street
Lewes
East Sussex
BN7 1XN

We will acknowledge your complaint promptly and aim to resolve it within 3 business days where possible.

If more time is required, we will keep you informed and issue a final response within 8 weeks.

If you are not satisfied, you can refer your complaint to the Financial Ombudsman Service:

www.financial-ombudsman.org.uk