Complaints Procedure

Quick Mortgages | QuickMortgages.com |Last updated: 04 August 2026

We are committed to providing a high standard of service. If we ever fall short, we want to know about it, and we treat every complaint fairly, seriously and promptly. This procedure explains how to make a complaint, what happens next, and your right to refer the matter to the Financial Ombudsman Service if you remain unhappy with our response.

How to make a complaint

You can make a complaint in whichever way is easiest for you — by phone, email or post — using the details below.

Complaints contact: Rhiannon Tandy

Phone: +44 (0)121 661 4676

Email: rhiannon@quickmortgages.com

Post: Bank House, 8 Cherry Street, Birmingham, West Midlands, B2 5AL, United Kingdom

Please give us as much detail as you can, including your name and contact details, any reference or application number, and a clear description of what happened and what you would like us to do to put things right.

What happens next

Acknowledgement

We will acknowledge your complaint promptly, and within five business days at the latest, confirming who is handling it.

Investigation

We will investigate your complaint thoroughly and impartially, gathering any information needed to reach a fair outcome.

Resolution within 3 business days

If we are able to resolve your complaint to your satisfaction within three business days of receiving it, we will write to confirm this in a summary resolution communication, which will also explain your right to refer the matter to the Financial Ombudsman Service if you later change your mind.

Final response within 8 weeks

If we cannot resolve your complaint that quickly, we will keep you updated on our progress. By no later than eight weeks from when we received your complaint, we will send you a final response setting out our findings and, where relevant, any offer of redress — or, exceptionally, a written explanation of why we are not yet able to do so and when you can expect a response.

If you remain unhappy — the Financial Ombudsman Service

If you are not satisfied with our final response, or if eight weeks have passed since you raised your complaint and we have not resolved it, you have the right to refer your complaint, free of charge, to the Financial Ombudsman Service (FOS), an independent body that resolves disputes between financial services firms and their customers. You must normally refer your complaint to the FOS within six months of the date of our final response.

Financial Ombudsman Service

Exchange Tower, London, E14 9SR

Phone: 0800 023 4567

Website: financial-ombudsman.org.uk

The Financial Ombudsman Service is only able to consider complaints from eligible complainants, which generally includes consumers and small businesses. Using this procedure, or referring a complaint to the FOS, does not affect your legal rights.

Reporting a firm to the FCA

If you have concerns about a firm listed on the Financial Services Register, you can contact the FCA directly at www.fca.org.uk. If you believe you have been contacted by an unauthorised firm or individual carrying out an FCA-regulated activity, you can report this to the FCA using the reporting form on their website.
