



## How to make a complaint

At Mojo we are committed to providing an exceptional service but we do understand that sometimes things can go wrong. If you're unhappy with our service we want to hear about it so we can put things right as quickly as possible. The easiest way to contact us to raise a complaint is by:

Calling: 0333 123 0012

Emailing: [complaints@mojomortgages.com](mailto:complaints@mojomortgages.com)

Writing to: Complaints Officer, Mojo Mortgages, The Cooperage, 5 Copper Row, London SE1 2LH

## How we handle your complaint

Once we have received your complaint we'll make sure we understand your concerns and work to resolve these as quickly as possible.

- **If we can resolve your complaint within 3 business days**

We'll contact you to explain the outcome of our investigation and discuss how we think we can resolve things. If you are happy with our resolution we will confirm this to you in writing.

- **If we cannot resolve your complaint within 3 business days**

We'll write to you to acknowledge your complaint and summarise the key points to ensure we have understood your concerns correctly. We may also ask for any additional information or documents at this stage. We will also provide you with a copy of our complaints procedure and details of who will be investigating your complaint.

- **Investigating your complaint**

We aim to complete our investigation and issue our final response within 4 weeks, if this isn't possible we'll write to you to keep you updated about our progress and set out our next steps. If we are unable to resolve the complaint after 8 weeks we will write to you to explain our position and make you aware of your right to refer the complaint to the Financial Ombudsman Service.

- **Closing your complaint**

We will consider your complaint closed if we've sent you a final response in writing or where you have accepted one of our earlier responses in writing. We aim to resolve any concerns internally but if you are unhappy with our final response you may have the right to refer your case to the Financial Ombudsman Service (FOS). More information about the service can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). You can also call 0800 023 4567 or email [complaint.info@financial-ombudman.org.uk](mailto:complaint.info@financial-ombudman.org.uk). FOS also provide an online complaint form available at <https://help.financial-ombudsman.org.uk/help>