

## Complaints Procedure

### 1. Scope

This procedure addresses how Residential Home Loans Ltd deals with complaints from data subjects.

### 2. Responsibilities

All employees/staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the nominated person, the Compliance Manager.

The Compliance Manager is responsible for dealing with all complaints in line with this procedure.

### 3. Procedure

The firm will ensure that any complaints received by data subjects will be passed to the nominated person immediately for resolution.

Complaints are to be resolved within 30 days.

Appeals on handling of complaints are to be resolved within 30 days.

If Residential Home Loans Ltd fails to act on a data subject's access request within 30 days, or refuses the request, it will set out in clear and plain language the reasons it took no action/refusal.

A summary of our internal complaints procedure for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 0234 567.