**Complaints Procedure**

At The Commercial Mortgage Practice, we strive to provide exceptional service to all our clients. However, we understand that there may be instances where you may not be fully satisfied with our services. We value your feedback and take all complaints seriously. This Complaints Procedure outlines the steps you can follow to raise and resolve any concerns you may have.

**Contacting Us:**

If you have a complaint, please contact us as soon as possible through one of the following channels:

Phone: 01527 893311

Email: info@thecommercialmortgagepractice.com

Postal Mail: Dragon Farm, Edgiock, Astwood Bank, Redditch, B96 6LB

Providing Details of Your Complaint:

When contacting us, please provide the following information:

Your full name and contact details

A clear description of the issue or complaint

Any supporting documentation or evidence related to the complaint

We encourage you to provide as much detail as possible to help us understand the nature of your complaint and address it effectively.

**Acknowledgement and Investigation:**

Upon receiving your complaint, we will promptly acknowledge its receipt within [insert timeframe] and assign a dedicated team member to investigate the matter. We may need to gather additional information or request clarification from you during this process.

**Resolution and Communication:**

We aim to resolve all complaints as quickly and fairly as possible. Our investigation will be conducted objectively and without bias. Once we have completed our investigation, we will communicate the outcome to you in a clear and understandable manner.

If we find that an error or mistake has occurred, we will take appropriate measures to rectify the situation, which may include corrective actions, process improvements, or providing compensation where applicable.

**Escalation:**

If you are not satisfied with the initial resolution provided, you may request an escalation. In such cases, your complaint will be reviewed by a senior member of our management team, who will conduct a thorough review of the matter. We will keep you informed of the progress and provide a final response as soon as reasonably possible.

**Recordkeeping**:

We will maintain a record of all complaints received, including the details of the complaint, actions taken, and resolutions provided. This helps us monitor our performance, identify areas for improvement, and ensure that we address any recurring issues effectively.

**Confidentiality and Data Protection:**

We will handle your complaint and any personal information provided with strict confidentiality and in accordance with applicable data protection laws. We will only use the information you provide to investigate and resolve your complaint.

Please refer to our Privacy Policy for more information on how we collect, use, and protect your personal information.

We are committed to addressing and resolving any concerns or complaints promptly and fairly. Your feedback is important to us, and we appreciate the opportunity to improve our services based on your experiences.