

Complaints – We're here to listen and help!

Moving Experience Ltd, trading as Moving Experience and Community Mortgage Company, is an appointed representative of PRIMIS Mortgage Network, a trading name of First Complete Ltd. First Complete Ltd is authorised and regulated by the Financial Conduct Authority.

At Moving Experience Ltd we are committed to providing a professional service to all our customers. If you are ever unhappy with our service, we want to hear about it so we can make things right. With this in mind, we have the following complaints procedure in place:

How to Make a Complaint

You can make a complaint by any reasonable means, including telephone, letter, or email. Here's our contact information:

- Write to: Moving Experience Ltd, Hamilton House, Stokes Croft, Bristol, bs1 3qy
- Telephone: 0117 204 7440
- Email: hello@moving-experience.net

If you prefer, you can also refer your complaint directly to PRIMIS using the following contact details:

- Write to: PRIMIS Mortgage Network, Customer Resolution Team, Ground Floor, Birmingham Business Park, B37 7YT
- Telephone: 0121 767 1139
- Email: complaints.solihull@primis.co.uk
- Website: <https://www.primis.co.uk/privacy-notices/complaints/>

Simplified Complaints Process

We will use this process if:

- Your complaint is about a simple matter that we can quickly and easily investigate and resolve.
- You direct your complaint to us in the first instance (rather than directly to PRIMIS Mortgage Network).

We will investigate your complaint and aim to resolve it within three business days from the date of receipt. If you are happy with our proposed resolution, we will send you written confirmation. If you can't confirm acceptance by the end of the third working day (e.g., because you are not satisfied with our response or unavailable to discuss it), the case will be referred to PRIMIS Mortgage Network and handled according to the Formal Complaint process.

Formal Complaints Process

The formal complaints process will be used where:

- We can't resolve your complaint to your satisfaction within 3 working days.
- Your complaint is likely to involve more complex assessment or investigations.
- You send your complaint directly to PRIMIS Mortgage Network instead of us in the first instance.
- You ask us to deal with your complaint via this process rather than a simplified one.

Upon receipt, PRIMIS will acknowledge your complaint promptly and investigate it fairly and impartially. They will write to you within 8 weeks to confirm the outcome of their investigation. If their investigation takes longer than 8 weeks, they will explain the delay and provide details of how to contact the Financial Ombudsman Service if you are not satisfied with progress.

Contacting the Financial Ombudsman Service (FOS)

If, after PRIMIS' investigation, you are still not happy with the outcome, you have the statutory right to refer your complaint to the Financial Ombudsman Service. You can contact the service using the following details:

- Telephone: 0800 023 4567
- Email: complaint.info@financial-ombudsman.org.uk
- Website: <https://www.financial-ombudsman.org.uk/>

Let us know if you need any extra help or support. We are committed to providing a complaints service that is accessible to all our customers. If you encounter any difficulties with the outlined process or have specific circumstances that may require adjustments in handling your complaint, please inform us when you share your complaint with us.