



Head Office

Kings House

13-14 Orchard Street

Bristol

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EX1 9NQ

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Complain about us

We aim to give the best possible service to all our customers. But if you are unhappy or dissatisfied with our service, you can use this form to tell us.

1. What do you think we did wrong?

Tell us what you think we have done wrong. If you think we should have treated you differently, please tell us how.

Please give us details of the evidence you would like us to consider. This is likely to refer to earlier correspondence between us. As we may have this on file there is no need to copy it, but please tell us any parts that are most relevant.

2. Company staff

Please give the names of any company staff you dealt with.

3. Your details

Or, if you're filling this in on behalf of someone else, put their details here.

Title:

First name:

Last name:

Address:

Postcode:

Daytime telephone:

Email:

Who should we contact?

We will use the contact details above unless you would prefer us to deal with someone else. If you would like us to deal with someone else, please provide

their details below. If you are filling in this form for somebody else, you will need to provide us with a signed authority from them to deal with you on their behalf.

Title:

First name:

Last name:

Address:

Postcode:

Telephone:

Email:

4. Declaration

- ☐ The information I have provided is accurate, to the best of my knowledge.
- ☐ I understand that Firm name will electronically store the information relating to my complaint including the documents I have provided and keep the electronic records for two years, or for longer if it is appropriate. Commercial Mortgage Group will destroy the original hard copies after six months.

5. Sending your form to us

By email

1. Fill in this form and save it to your computer.
2. Open a new email, with 'Case review and service complaint form' in the subject line.
3. If you have all your supporting documents electronically, attach them to your email.
4. Email the completed form to vh@cmguk.co.uk

By post

If you have only paper copies of any of your supporting documents, print this form and post it with all your supporting documents to:

Commercial Mortgage Group Ltd.

Kings House

13-14 Orchard Street

Bristol BS1 5EH

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