



If you have a Complaint

We hope that you will never have cause to complain but if you do and you wish to register a complaint, please contact our network.

In writing: Stonebridge Mortgage Solutions Ltd.
9 Lords Court Basildon Essex SS13 1SS

By telephone: 01268 644160

By email: complaints@stonebridgegroup.co.uk

In accordance with government guidelines, our office premises are closed to support the effort against Coronavirus. Therefore, to enable us to respond as quickly as possible, please notify us of any complaint via telephone or email.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.