Complaints Procedure

If you wish to register a complaint, please contact us in writing or by telephone to the following:

Address: The Complaints Officer
Cornerstone Finance
Unit E, Copse Walk
Cardiff Gate Business Park
Cardiff
CF23 8RB
Tel no: 02921 660 550

If we cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service who can be contacted at:

Address: The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Tel no: 0800 0234 567