

Complaints - Goldentree Financial Services Plc

At Goldentree we try to be open and honest but sometimes things don't go quite according to plan, so if you're not happy with anything we have done, please let us know. We'd like to put things right as soon as possible.

You can, initially, contact us by calling us or, if you prefer by email. Alternatively you can write to us.

Call us

Call one of the team on 01925 846420, lines are open from 8.30am to 5.00pm, Monday to Friday.

Email kate.clough@goldentreefs.co.uk

Write to us

Address your letter for the attention of Kate Clough, Company Secretary, Goldentree Financial Services Plc, Unit 4a Birchwood One Business Park, Dewhurst Road, Birchwood, Warrington, Cheshire WA3 7GB. To help us resolve your complaint more quickly, please include your telephone number (providing a mobile number where possible) and an email address.

The Financial Ombudsman Service - <http://financial-ombudsman.org.uk/contact> provides a scheme for solving disputes in the mortgage industry where it cannot be solved in-house. We do not subscribe to this scheme and so this will not be available to you.