

How to Complain

We're here to help

At ART Homes we are committed to providing you with a first-class service and effectively delivering the products and services you require. If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We will also take steps to prevent the problem happening again.

Your custom is important to us and your feedback allows us to improve the products and service we offer to you. Thank you for coming to ART Homes.

Raising your concerns with us

Step 1

If you have a complaint regarding the service or product provided by ART Homes you can:

- Write to: ART Homes Limited, Gee Business Centre, Holborn Hill, Aston, Birmingham, B7 5JR
- telephone: 0121 3273344*
- e-mail: Admin@Arthomes.org.uk with a description of your complaint, leaving contact details.

If we are unable to resolve matters on the spot, we will send you a letter of acknowledgement within 5 working days to confirm that we are investigating the matter/s you have raised.

*Lines are open 8.45am – 5.00pm Monday to Thursday and 8.45am – 3.45pm on Fridays. Calls may be monitored or recorded for quality purposes.

Step 2

Clearly, we always want to resolve any concerns you raise with us internally. However, where you are not satisfied with our final response, or if eight weeks have passed since you first raised the matter with us, you have the right to refer your case to the Financial Ombudsman Service. You can:

Write to: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR,
telephone: 0845 080 1800
e-mail: complaint.info@financial-ombudsman.org.uk, or
visit: www.financial-ombudsman.org.uk