

## COMPLAINTS



### HOW TO MAKE A COMPLAINT

If you have reason to make a complaint about our service you should call our main office telephone number of **01753 290290** or write to the **Managing Director at Coppergate Insurance Services Ltd, PO Box 4566, GERRARDS CROSS SL9 1DT** or email **tony.russell@coppergate.co.uk**.

If we are unable to resolve the issue to your satisfaction by the end of the next business day, we will formally investigate the matter. You will receive our acknowledgement of this together with a copy of our complaints procedure within five working days. Within four weeks you will receive either a final response or an explanation as to why the complaint has not yet been resolved together with an indication of when a final response will be provided. You will receive a final response within eight weeks.

If you are not satisfied with our response you may be eligible to refer your complaint to the **Financial Ombudsman Service (FOS) for an independent assessment and opinion**. You can contact the FOS by telephone on **0800 023 4567** and further information is available at **<http://www.fos.org.uk/>**. If you decide to refer any matter to the Financial Ombudsman Service your legal rights will not be affected. Firms with a turnover in excess of 2,000,000 Euros and 10 employees or more do not have access to the Financial Ombudsman Service.

Leaseholders (where they are not the insured) should direct any dissatisfaction with our service to their Freeholder.

Your policy will set out the procedure to follow if you have a complaint against your insurer although please contact Coppergate in the first instance.