



## Ins Property Claims Ltd

### **A Summary Of Our Complaint Handling Process**

A copy of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request.

### **How to Notify Us Of A Complaint**

At Ins Property Claims Ltd, we always strive to provide the highest possible standard of customer service. However should you feel that our service has fallen below the level expected and you wish to register a complaint, please make contact with us as follows:

The Compliance Manager  
Ins Property Claims Ltd  
Unit 5  
Woodbrook Crescent  
Radford Way  
Billericay  
Essex  
CM12 0EQ

Tel: 01277 315388

Email: [enquires@insurance-property-claims.co.uk](mailto:enquires@insurance-property-claims.co.uk)

You can register a complaint either in writing, by phone or by email – whichever method is easiest for you.

To help us, please quote any reference that you have been provided with, in all correspondence.

### **What Will Happen**

We will fully investigate your complaint, and do everything possible to resolve your complaint as quickly as possible. If it is not possible to resolve your complaint quickly, we will promptly acknowledge your complaint in writing and keep you advised of progress.

In the unlikely event that we have not resolved your complaint within 8 weeks we will write to you again to explain the reasons why we have been unable to resolve your complaint and advise you of when we expect to be able to give you our final response.

If you are not satisfied with our final response to your complaint, or if we have still not been able to resolve your complaint within 8 weeks of receipt, you may be entitled to refer it to the Financial Ombudsman Service (FOS).

### **Who Are The Financial Ombudsman Service (FOS)**

They are an independent service in the United Kingdom for settling disputes between businesses providing financial services and their customers.

This service is free to customers.

## **How To Contact The Financial Ombudsman Service**

You can contact the Financial Ombudsman Service as follows:

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

Tel: 0845 080 1800

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You must approach the Financial Ombudsman Service within 6 months of our final response to your complaint. We will remind you of this time limit in our final response letter to you.