

Complaints Procedure

Sustain Insurance Brokers will do its best to provide you with a high level of service and Customer care every time. However, sometimes things can go wrong and we may fail to meet your expectations. Our internal Complaints procedures allow us to deal with Complaints fairly, effectively and promptly. If you think we have let you down, please tell us why.

What you need to do if you have a Complaint:

You should raise your Complaint with us by telephone, email, letter or in person to:

Sustain Insurance Brokers
Search House, Charnham Lane, Hungerford, RG17 0EY
enquiries@sustainib.co.uk
01672 592068

How we will handle your Complaint:

We will endeavour to resolve your Complaint as quickly as possible. If we are unable to resolve your Complaint by close of business on the third business day after receipt, the Complaints team at **TEn Insurance Services Ltd** will:

- Acknowledge your Complaint promptly and in writing
- Work with us to investigate your Complaint
- Advise you of the person dealing with your Complaint and how you can contact them
- Provide a final response to your Complaint within 8 weeks of receipt

If a resolution cannot be reached:

If you are dissatisfied with the Final Response, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge but you must do so within six months.

If you do not refer your complaint in time, the Ombudsman will not have the permission of **TEn Insurance Services Ltd** to consider your complaint, and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Contact details are as follows:

Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR Tel: 0800 023 4567

Email: Complaint.info@financial-ombudsman.org.uk

Further information is available on the Financial Ombudsman Service website www.financial-ombudsman.org.uk