



Ins Property Claims Ltd

A Summary Of Our Complaint Handling Process

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 8
Barleylands Farm
Barleylands Road
Billericay
Essex
CM11 2UD

Tel: 01277 500650
Email: kelly@ins-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) if your complaint relates to a regulated activity.

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: 0800 023 4567

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

Website: 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.