

Adrian Flux Insurance Services Complaints Handling Procedure

We always aim to provide an excellent service for our customers. However, if you feel that we have failed in this respect, please do not hesitate to contact us. One of our Clerks will endeavour to resolve the matter for you and we expect that they will be able to resolve the majority of issues with the minimum of inconvenience to yourself. However if our Clerk is unable to resolve the matter, you can then refer it to a Manager.

The Manager has full authority to deal with the situation and offer redress when necessary. It will be the Manager's intention to resolve the complaint to your satisfaction before the close of the day's business following the day on which we were first notified of your concerns.

Unfortunately this is not always possible, especially if there are other organisations involved or the complaint is of a complex nature. In these instances, the matter will be passed over to our Customer Relations Department, who will aim to acknowledge the complaint within five working days. The acknowledgement will usually be in the form of a detailed summary and their decision on the matter. We will ensure that you receive a decision within eight weeks. Their initial response will provide you with full contact details of the Customer Relations Adviser assigned to dealing with your complaint.

It may be that you feel not all the issues were addressed or you still remain dissatisfied with the response from the Customer Relations Department. You can then request that the Customer Relations Department's Manager, Mr Phil Twite, reviews the situation for a final decision to be made. You should do this within eight weeks to avoid losing the right to refer the complaint.

If you remain dissatisfied after receiving our final decision, you may, within six months, refer the matter to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London, E14 9SR or telephone them on 0207 964 1000. More comprehensive details of the Financial Ombudsman Service will be provided with the final decision. To avoid unnecessary inconvenience, I would like to take this opportunity to advise you that the Financial Ombudsman Service will be unable to assist you until you have received our final decision in view of the complaint.

Data Protection Act

In telling us about any problems, dissatisfaction or complaint, you consent to us using the information supplied, including any sensitive data, to investigate the matter and discharge our responsibility under the rules of the Financial Services Authority and Financial Ombudsman Service. Part of this process may involve disclosure of information to others.