

Complaints Handling Handout

What is a Complaint?

A complaint is defined by the FCA as:

- “Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination, which:
 - alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and
 - relates to an activity of that respondent, or of any other respondent with whom that respondent has some connection in marketing or providing financial services or products, which comes under the jurisdiction of the Financial Ombudsman Service.”

Our Commitment to You

- We treat all complaints fairly and consistently to promptly determine the subject matter of the complaint and what action we need to take.
- All complaints will be investigated by a suitably competent member of our team.
- We decide what remedial action or redress (or both) may be appropriate, taking into account all relevant factors.
- You may contact us during our investigation. If the member of staff handling your complaint is not available, another member of our team will be able to help you.
- We will aim to resolve your complaint within 3 business days after the date we receive it.
- If your complaint is resolved within these 3 business days, we will send you a summary resolution communication in which we:
 - Refer to the fact that you have made a complaint and inform you that we consider the complaint to have been resolved
 - Tell you that if you subsequently decide that you are dissatisfied with the resolution of the complaint you may be able to refer the complaint to the Financial Ombudsman Service (FOS)
 - Provide the website address of the FOS and refer to the availability of further information on the website of the FOS.
- We will take appropriate steps to keep you informed weekly of the progress of the measures we are taking to resolve the complaint.
- By the end of eight weeks after receipt of your complaint, we will send you a final response which:
 - accepts your complaint and, where appropriate, offers redress or remedial action; or
 - offers redress or remedial action without accepting the complaint; or
 - rejects the complaint and gives reasons for doing so.

Ending the Complaint

- You may accept our response and/or withdraw your complaint at any time during this process, even if we have not yet issued a final response.
- We ask that you confirm this is writing.

Analysis / Review

- Our final response letter will inform you that, if you remain dissatisfied with our response, you may refer your complaint to the FOS. The usual time limit for referrals to the FOS is six months from the date we issue our final response.
- Contact FOS by

- Telephone 0300 123 9123 or 0800 023 4567 Monday to Friday – 8am to 8pm; Saturday – 9am to 1pm
 - Email: complaint.info@financial-ombudsman.org.uk
- Further information is available regarding the FOS at <http://www.financial-ombudsman.org.uk>
- *If you have a complaint about a policy and your policy is underwritten at Lloyd's of London you may direct your complaint at any time to the Complaints Department at Lloyd's.*
 - *The Complaints Department
Lloyd's Market Services
Fidentia House
Walter Burke Way
Chatham
Kent
ME4 4RN
United Kingdom*
 - *T: +44 (0)20 7327 5693
Email: complaints@lloyds.com*
- *Lloyd's policies can be identified by any of the following names which will be in your policy documents:*
 - *Lloyd's
Certain Underwriters at Lloyd's
Lloyd's of London*
- *The Complaints Department can act not only as a first point of contact but will also re-evaluate your complaint if you remain unhappy with our decision.*
- *Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint – How We Can Help" available at www.lloyds.com/complaints and are also available from the above address. If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service as outlined in the previous section*