

Complaints Policy

If You have a complaint:

At CB Buildings and Claims Limited our aim is always to provide the best service possible to all of our customers. We welcome feedback both positive and negative if it helps to improve the service we provide. It is important to us that these are dealt with objectively, fairly and within an acceptable time frame.

The following procedure explains how we deal with complaints, our commitment to you and what redress you have if you think your complaint has not been resolved to your satisfaction.

If you have a complaint about any aspect of our service, then we would like to hear from you.

How to register a complaint:

In the first instance you can contact us by telephone or in writing. The most appropriate person will handle your complaint in the quickest possible time, and we aim to acknowledge your complaint within 3 working days (sooner where possible).

Our initial complaints contact details are:

Phone: 01992 639191

Email: info@cbbacl.co.uk

Address: 36 Mylne Close EN8 0PS

What information do we need to address your complaint:

To help us investigate and resolve your issue as quickly as possible please provide the following information:

- Your full name and preferred contact details
- Full details of your complaint
- Copies of relevant paperwork
- Where applicable, photographic evidence
- What you expect us to do to put things right
- Any other information which you believe may be relevant

Our aim will be to send you a written acknowledgement within 3 days of receiving your initial complaint. We then look to provide a final written response as soon as possible but no later than eight weeks as required by the Financial Conduct Authority.

Regulated activity complaints:

If your complaint concerns the handling of your building insurance claim, please be aware that as an appointed representative we will forward your complaint to the principal firm Citrus Compliance, who will handle and manage your complaint directly and in accordance with FCA regulations.

The Principal Firm Citrus Compliance can be contacted using the following methods:

Tel: 0800 688 9934

Email: admin@citruscompliance.co.uk

Writing: Citrus Compliance, Watermoor Point, Watermoor Road, Cirencester, GL7 1LF

What to do if you are not happy with the decision?

If you have a signed Letter of Authority with us and are not satisfied with the final response, you may be eligible to refer the matter to the Financial Ombudsman, who provide a free, independent service for dealing with unresolved disputes. Please note, The Financial Ombudsman will not consider your complaint until you have allowed us eight weeks to respond.

Financial Ombudsman Service:

Contact to the Financial Ombudsman Service (FOS) must be within six months of the final response. In the final response, a copy of the Financial Ombudsman Service's explanatory leaflet will be provided.

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by them.

You can contact the financial Ombudsman at the following address:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 023 4567 (free for most people from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

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

Website: www.financial-ombudsman.org.uk