



A Summary Of Our Complaint Handling Process

A copy of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request.

How To Notify Us Of A Complaint

At Randell Dorling Limited, 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
Randell Dorling Limited
37-39 Lime Street
London
EC3M 7AY

Tel: 020 7929 5454
Fax: 020 7929 4626

Email: info@randelldorling.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 your policy number 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

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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).

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: 0845 080 1800

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.

Buying Your Insurance Online

As you purchased your insurance online, you are based in the EU and we are also based in the EU, then you can alternatively use the online European Online Dispute Resolution Platform to provide details of your complaint.

You can do this by visiting the following website:

<https://ec.europa.eu/consumers/odr/>

Details submitted on this Platform will then be forwarded to the Financial Ombudsman Service based here in the United Kingdom. Please be aware that this

may be a slower route for handling your complaint than if you contact the Financial Ombudsman Service in the United Kingdom directly.