

# Our Commitment to Quality



# Your views are important to us!

**We aim to provide the best possible service to our customers, but occasionally we can get things wrong or could have done something better. We welcome your feedback so that we can try to fix any problems and improve our service for the future.**

Within this leaflet you will find details of our customer feedback and complaints process, including the time frames in which we will respond to any issues that you raise.

Our aim is always to resolve complaints in a satisfactory way, as quickly as possible. Please help us by following the guidelines in this leaflet.

We keep all records of complaints that we receive. They provide us with valuable feedback, telling us how we can improve our products and services.

Your views are important, so please let us know what you think.



## **What to do if you have feedback or a complaint**

In the first instance please address your feedback or complaint in writing, by telephone, or email to our customer service department.

Their details are shown in any letters or documents that we have sent to you, but if you can't find them then please address your complaint to the Complaints Team. Their details are shown on the back of this leaflet.



## **What will we do next?**

We aim to deal with your complaint as quickly as possible, bringing it to a fair conclusion.

In some cases further investigation may be required, in which case we will try to provide an answer within three working days of the receipt of your complaint.

If this is not possible, we will send you a written acknowledgement within 5 working days of receiving your complaint. This will state the name of the person who is dealing with your issue, their contact details and confirmation of your complaint.



## What happens next?

We will endeavour to provide our final response to your complaint within four weeks of its receipt. If for any reason we can't respond during this time, we will write to you to explain why we have not been able to do so and when we expect to make further contact.

If after eight weeks we have still not provided a final response to your complaint, then we will write to you giving reasons for the delay and to tell you when we expect to be able to provide a final response. If you are able to refer your complaint to the Financial Ombudsman Service then we will explain the process and provide you with the necessary details. Alternatively you may still choose to wait until we are in a position to provide our final response.



## What do we mean by final response?

Our final response will detail the results of our investigation into your complaint and will explain whether it has been accepted or rejected. In both cases we will explain the reasons for our decision.

Where it is appropriate, we may make an offer of redress taking into account the individual circumstances of your case.

This will not always involve financial compensation and may simply involve an apology. Our aim is to treat all of our customers consistently and fairly.





## What happens if you remain dissatisfied?

Our final response will provide details of how you may escalate your complaint if you remain dissatisfied following the outcome of our investigation. It will also give you details of any rights of referral you may have to the Financial Ombudsman Service.

## You can contact us using the details below:

The Complaints Department  
Insure Your Motor  
Unit 5, Brecon Court  
William Brown Close  
Llantarnam Industrial Park  
Cwmbran  
NP44 3AB  
Tel: 0800 440 2483\* or 0333 400 9817 from a mobile  
Email: [complaints@insureyourmotor.com](mailto:complaints@insureyourmotor.com)



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