

### **Perkins Slade Ltd Complaints Procedure**

We are committed to providing a high quality insurance service to all our clients. If something goes wrong we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, you may raise the matter with the person who handles your policy or claim. They will do their best to address the problem to your satisfaction. It is our experience that most difficulties can be swiftly resolved at this stage.

Alternatively, you may contact our Chairman or any other Director.

You may contact us: -

- in writing at Perkins Slade Limited, 3 Broadway, Broad Street, Birmingham, B15 1BQ;
- by telephone on 0121 698 8000
- by fax on 0121 625 9000
- by email to "info@perkins-slade.com"

Any complaint made by telephone that is not resolved immediately should be followed up in writing.

We will then acknowledge your complaint in writing within 5 working days of receipt, providing the name and job title of the individual handling the complaint. The complaint will then be thoroughly investigated.

Within four weeks of complaint receipt, we will write to you with our final response and confirm any options available to you if you continue to be dissatisfied.

However, if we are unable to provide you with a final response within this time, we will advise you of the reasons for the delay and timescales within eight weeks of complaint receipt when you can expect further contact from us.

If we are still unable to conclude the matter within eight weeks of complaint receipt, we will provide you with reasons for the further delay and timescales when we will expect to provide our final response and also confirm any alternative options available to you.

In the case of consumers (private individuals), micro-enterprises (an enterprise employing fewer than 10 persons that have a turnover or annual balance sheet that does not exceed 2 million euros), a charity which has an annual income of less than 1 million pounds sterling, or a trustee of a trust which has a net asset value of less than 1 million pounds sterling, if we cannot settle your complaint to your satisfaction you have the right to refer the matter to The Financial Ombudsman Service (FOS) within six months.

Contact details are as follows: -

**Insurance Division  
The Financial Ombudsman Service  
South Quay Plaza  
183, Marsh Wall  
London E14 9SR  
Telephone: 0845 080 1800  
Facsimile: 0207 964 1001**

**Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

Your Insurer also operates a complaints procedure, details of which are in your policy.