



**Bollington Insurance Brokers Limited**

## **COMPLAINTS PROCEDURE**



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A complaint is any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf, of any person about the provision of, or failure to provide a financial service, which alleges that the person has suffered (or may suffer) financial loss, material distress or material inconvenience.

All complaints will be referred to an authorised complaint handler, such as a Team Leader, who will be responsible for resolving the complaint in line with our complaints procedure.

### **Acknowledging and Logging a Complaint**

All customer complaints that are referred to an authorised complaint handler, i.e. a Team Leader, should be entered onto the Divisional Complaints Log regardless of whether the complaint is resolved within the initial 72 hour period. The complaint handler must notify their Divisional Compliance Officer about a complaint immediately, so that it can be recorded on the log.

All complaints resolved within the initial 72 hour period should receive the Summary Resolution Letter, which acknowledges that the client has had cause to complain and the matter has been resolved to their satisfaction.

Any complaint not resolved within the initial 72 hour period should receive an acknowledgement letter and proceed through the formal complaint process.

The acknowledgement letter will set out our understanding of the complaint and will invite the customer to contact us if our understanding is incorrect. Furthermore, the acknowledgment letter will outline the result of the investigation if this has already been completed.

If the investigation has not been completed, the acknowledgement letter will confirm that we will:

- a) provide regular updates on our progress.
- b) advise that if our investigation has not been completed within eight weeks from receipt of the complaint, we will write to inform them why we are not yet in a position to resolve the complaint.
- c) advise that on completion of our investigation, we will write to inform them of the outcome.

A copy of our complaints procedure will be sent with the acknowledgment letter.

Any correspondence posted to the customer in relation to their complaint must be sent by recorded delivery.

The authorised complaint handler responsible for investigating the complaint must complete a Complaint Investigation and Assessment Form, and activate a diary system to ensure that all relevant correspondence is sent to the customer in accordance with the complaints procedure.



### **Investigating Complaints**

All complaints will be investigated competently, diligently and impartially, and all relevant factors will be taken into account.

We will investigate the complaint by consulting with all parties involved.

We will ensure that if the authorised complaint handler is the subject of the complaint, the investigation will be conducted by another authorised complaint handler.

### **Keeping a Customer Informed**

We will ensure that our customer is regularly kept informed of our progress with regards to the investigation into their complaint.

Any progress updates will include:

- the reasons for any delay;
- what further information we require to resolve their complaint; and
- when they may expect to receive a further update / our final response letter.

Our focus is to resolve all complaints within four weeks of receiving the complaint, but we if we are unable to do this we will issue our client with a Progress Update Letter.

In the event that we are unable to conclude our investigation within the eight week period, we will write to the customer, informing them of:

- the reasons for the delay; and
- if they are not satisfied with our progress, they may be able to refer the matter to the Financial Ombudsman Service (FOS).

A copy of the FOS's consumer leaflet must be issued with the 8 Week Holding Letter.

### **Investigation Findings**

An investigation should be completed for all complaints that receive a formal acknowledgement letter. The findings of the investigation must be recorded in the Complaint Investigation and Assessment Form, including full details of any remedial action taken, and any level of redress offered.

The type of remedial action, the level of redress offered, and the decision to not uphold a complaint will be fair and appropriate, and all decisions will be based on the guidelines of the FOS.

### **Resolving a Complaint**

When we are able to issue a written final response to the customer within eight weeks, the letter will provide the customer with:

- details of the investigation;
- the outcome of the investigation;
- if relevant, any offer of remedial action(s) or the appropriate level of redress (or both), and the basis of calculation;



- a copy of the Financial Ombudsman Service (FOS) consumer leaflet and notice that they may be able to refer the matter to the FOS, but that this must be done within six months from the date of the final response letter or they may lose their rights.

Under the concept of Treating Customers Fairly, should the customer contact us within six months of our final response to disagree with our decision, we will review any further correspondence accordingly and the Compliance Department must be notified. Similarly, if the customer requires clarification on a point or any new material comes to light, then the Compliance Department must be notified.

### **Financial Ombudsman Service (FOS)**

We will fully cooperate with the FOS to resolve any complaint against us and agree to be bound by any fair compensation awards made by them within their statutory compensation award limits.

### **Referring a Complaint to Another Firm**

If a complaint is received whereby we have reasonable grounds to be satisfied that another firm is solely or jointly responsible for the issue(s) raised, the complaint will be referred to them promptly in writing. We will also inform the customer promptly of the referral and provide them with the contact details of the other firm. If we are responsible on a joint basis, we will investigate the issues(s) that apply to us in line with our complaints procedure. 4

### **Record Keeping**

All complaints should be entered onto the Complaints Log regardless of whether the complaint is resolved before Close of Business of the next working day or not.

We will maintain a full record of such complaints and their documentation for at least three years from the date the complaint is received.

The information will include:

- the name of the customer;
- the date, nature and substance of the complaint; and
- the measures taken to resolve the complaint.

### **Correspondence**

Correspondence relating to complaints should be addressed as follows:

By post: The Compliance Manager  
Adlington Court  
Adlington Business Park  
Adlington  
Cheshire  
SK10 4NL

By email: [compliance@bollington.com](mailto:compliance@bollington.com)

By telephone: +44 (0)1625 854300

By fax: +44 (0)845 050 0051