



## **PETER COX PROPERTY INSURANCE COMPLAINTS CHARTER**

At Peter Cox Property Insurance we aim to give our policyholders good customer service at all times. However, there may be times when you feel that we have not done so.

If for any reason we do not meet your expectations and you are not entirely happy with the service you receive from us, we want to hear from you.

### **How to make a complaint**

Clearly, some complaints or simple misunderstandings can best be dealt with by telephone and we welcome your call on **01342 332667**.

One of the members of our team, all of whom are dedicated to looking after you, will deal with your problem and should be able to resolve it for you.

We would suggest that for more serious complaints you contact the General Manager of Peter Cox Property Insurance at the address shown below.

Peter Cox Property Insurance  
Block E Ground Floor  
East Grinstead House  
Wood Street  
East Grinstead  
West Sussex  
RH19 1UZ

e-mail: [petercox-insurance@rentokil.com](mailto:petercox-insurance@rentokil.com)

### **How we will deal with your complaint**

We will acknowledge your complaint within 5 business days, giving you the name of the person dealing with this matter.

Most complaints can be dealt with quickly but if an investigation is necessary we will endeavour to give you a full reply within 4 weeks.

If after 4 weeks we have not resolved your complaint, we will explain why and tell you when we expect to provide a decision.

## **What to do if you remain unhappy with our response**

In the unlikely event that the problem has not been resolved to your satisfaction, we will review your complaint in the light of any additional information you provide and then issue our final decision in writing.

If after 8 weeks we have not provided you with a final decision or if your complaint is not resolved to your satisfaction, you may be able to refer the matter to the Financial Ombudsman Service (FOS).

## **The Financial Ombudsman Service**

The FOS is an independent body, providing a service to help settle disputes between Financial Services providers and their customers.

You must allow us the opportunity to try to resolve your complaint before referral to the FOS who will only accept a case if:

- more than 8 weeks has passed since the complaint was received by us

**or**

- we have issued our final response

Where a final response is issued, we will send you an information leaflet explaining how to refer your case to the FOS or you can contact them direct at the following address or via their website.

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You have 6 months from the date of our final response to refer your complaint to the FOS. The Ombudsman's decision is binding upon us, but you are free to reject it without affecting your legal rights.