

Complaints

We aim to provide a professional, first class service. If however, our service does not meet your expectations, in the first instance please contact us in writing to:

The Director
Benson James Insurance Brokers
Brentwood Road
Bulphan
RM14 3ST
T: 01375 892601
E: colincosgrow@bensonjames.com

In all cases please quote your policy reference or quotation reference number. Our complaints procedure is available upon request.

If you remain dissatisfied after receiving our final response to your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of receiving our response. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

The Financial Ombudsman can be contacted at:

The Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Tel: 0800 023 4567

Making a complaint will not affect your legal rights.