



### **Customer Complaints Procedure.**

Our aim is always to provide our customers with a first-class service. Occasionally, we may fail to meet expectations, and this leaflet explains how you can raise a complaint and how we will handle it.

If you would like to make a complaint you can contact us in any of the following formats:

**Write to:** Martyn Brooks.  
Broadsure Direct,  
4<sup>th</sup> Floor, The Argyle Centre.  
York Street, Ramsgate.  
CT11 9DS.

**Email:** [info@broadsuredirect.com](mailto:info@broadsuredirect.com)  
**Telephone:** 01843 594477  
**Fax:** 01843 594488

Where a complaint arises, we will endeavour to resolve the matter by close of business on the third normal working day after receipt. If this is not possible, we do have a documented formal complaint procedure which enables us to remedy the situation in an efficient manner, details of which are shown below.

We will acknowledge your complaint within five working days. This acknowledgement will confirm who is handling your complaint and provide details of the Financial Ombudsman Service (FOS).

- 1) If your complaint relates to services provided by another firm (for example, an insurer or finance provider), we will explain this in writing and promptly forward your complaint to them. We will confirm to you that this has been done.
- 2) We aim to resolve complaints quickly. If we cannot provide a final response within eight weeks, we will write to you explaining the reasons for the delay and when you can expect our final response.
- 3) Eight weeks after receiving your complaint we will issue you with our final response or issue a response that gives reasons for a delay along with a time frame for a final response. If you are dissatisfied with our response or any delays you will have a period of six months to refer the matter to the Financial Ombudsman Service, whose details are provided below.

When we provide our final response letter, we will endeavour to ensure that we have taken into consideration any When we issue our final response, we will explain our decision and any redress offered. If you remain dissatisfied, you may refer your complaint to the Financial Ombudsman Service within six months of the date of our final response letter. This does not affect your legal rights.

We will make reasonable adjustments for customers with accessibility needs or vulnerabilities. This may include providing information in large print, alternative formats, or allowing additional time to respond.

**The Financial Ombudsman Service provides consumers with a free, independent service for resolving disputes with financial firms and we will cooperate fully with them in respect of any complaints referred to them.**

**The FOS Consumer Helpline is on 0800 023 4 567 (free for people phoning from a "fixed line" (for example, a landline at home) or 0300 123 9 123 (free for mobile-phone users paying monthly charge for calls to No's starting 01 or 02 and their address is:**

**The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR.**