



### **Customer Complaints Procedure.**

We strive to deliver a first-class service to all our customers, though we recognise there may be occasions when we fall short of expectations. The process outlined below reflects our commitment to fair outcomes and supports our obligations under the FCA's Consumer Duty.

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:** 01843594477  
**Fax:** 01843594488

Where a complaint arises, we will endeavour to resolve the matter by close of business the following day. In the event that 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.

- 1) We will acknowledge your complaint promptly and reassure you that we will be dealing with the issue as a matter of urgency. We will provide the details of who will be handling the matter in our office as well as the details for the Financial Ombudsman Service, where this applies.
- 2) In the event that your complaint relates to activities or services provided by another party, we will advise you of this in writing, giving the reasons for our decision. We will ensure that your complaint is promptly forwarded to the appropriate party in writing.
- 3) We will aim to make a final response to you as soon as is practicable and keep you reasonably informed of its progress. In line with FCA requirements, we will provide a substantive response to most complaints within eight weeks.
- 4) 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 financial loss or material inconvenience you may have suffered. If we do not feel that your complaint is justified, we will advise you of the reasons for our decision and we will also advise how you may pursue the complaint if you remain dissatisfied.

**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  
ServiceExchangeTower  
LondonE149SR.**