

Complaints Procedure

At Doodson Broking Group, we are committed to providing you with an exceptional standard of service. Unfortunately, on occasion things can go wrong and you may feel we have not provided the service you expected. If this is the case, we want to hear from you so we can put things right.

➤ Who to contact

If your complaint relates to your policy, please contact the account handler who dealt with your policy by calling the telephone number at the bottom of this page.

If your complaint is regarding a claim on your policy please contact the person who dealt with your claim at our office or contact the Insurance Company concerned. We expect most complaints will be dealt with satisfactorily at this stage. However, if you are still not happy, you can escalate your complaint as detailed below.

➤ When you contact us

Please provide us with your name and a contact telephone number. Ensure you have your policy/claim number and the type of insurance you hold. Please try to explain your complaint clearly and calmly.

➤ What Arthur Doodson (Brokers) Ltd will do if you complain

Following a full investigation a nominated representative will attempt to resolve your complaint and reply, with a decision, within 5 working days after receipt of your complaint.

In case requiring a more detailed investigation it may not be possible to reach a decision within this timeframe. If this is the case, we will contact you and provide an estimated date for a decision. In any event this will not be longer than 20 working days from the date of your complaint.

If you are unhappy with the decision you may have a right to refer the complaint to the Financial Ombudsman Service (FOS). The FOS will only consider a complaint if we have been given an opportunity to resolve it and you are an eligible complainant. Eligible complainants are:

- Private policyholder, or
- Commercial policyholder or charity with a turnover under £1m, or
- Trust with assets under £1m

If eligible, and we have not responded with a decision within 40 days, you may refer the complaint directly to the FOS. Please note that if you wish to refer your complaint to the FOS this must be done within 6 months of the Arthur Doodson final response letter.

The Financial Ombudsman Service (FOS)
South Quay Plaza 2
183 Marsh Wall
Docklands
London E14 9SR

If you are not an eligible complainant then the informal complaint process ceases.

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