

What to do if you want to complain



FIRST FOR JUSTICE



Our pledge to you and how to get in touch

We aim to provide great service; however, we do recognise that sometimes things go wrong. Your feedback is crucial in helping us understand what's happened and what we can do to put it right. We're sorry if we've let you down; we are committed to learning from our mistakes and improving our service.

We are dedicated to resolving issues about our products and services in a timely and fair manner. We have a simple process in place for complaints and most issues can be resolved straightaway so please get in touch using one of the options below:

By phone: **0344 893 9013**

By email: **customerrelations@das.co.uk**

In writing: **Customer Relations Department | DAS House | Quay Side | Temple Back | Bristol | BS1 6NH**

On-line complaint form available at: **www.dasinsurance.co.uk/complaints**

How we will resolve your complaint

DAS is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority and in setting the rules that govern our work, the FCA has set a time limit, of 8 weeks, for complaints to be investigated and addressed in a full written response. We aim to resolve and respond to complaints, as follows:

- 1** We will try to resolve your complaint quickly and where possible informally within 3 business days following receipt (this will be followed up with a written response).
- 2** If we're unable to resolve your complaint informally we'll send you a written acknowledgement within 5 business days of receipt; you'll have a dedicated contact who will thoroughly investigate your complaint.
- 3** To help us make the right decision we may require further information; if we do we'll let you know.
- 4** We aim to provide a full response to your complaint within 15 business days from its receipt; some complaints can take longer to investigate and if more time is needed we will let you know.
- 5** Most complaints will have received a full response within 8 weeks following their receipt.

What to do if you are not happy with the outcome

If you are not happy with the complaint outcome or if we've been unable to provide a full response within 8 weeks you can ask the Financial Ombudsman Service to review your complaint.

The Financial Ombudsman Service is a free and independent service and is able to help in most circumstances. You can log onto their website **www.financial-ombudsman.org.uk** to find out more, or contact them:

By phone: **0800 023 4567**
or **0300 123 9123**

By email: **complaint.info@financial-ombudsman.org.uk**

In writing: **The Financial Ombudsman Service | Exchange Tower | London | E14 9SR**

The Financial Ombudsman's role is to assess our handling of a claim in light of the policy terms. It is not to assess the quality of legal advice. If you are unhappy with the service provided by the lawyer we have appointed on your behalf the relevant complaint-handling procedure is available on request.