

## Our promise to you

Our aim is to give you the highest standards of customer service, so we take any complaint seriously. If you are not happy with any aspect of our service, please contact us:

### Complaints

**CMS Limited**

**18 Mansell Street**

**London E1 8FE**

**Telephone: +44 (0)207 459 3456**

**Email: [Compliance@collegiate.co.uk](mailto:Compliance@collegiate.co.uk)**

## What we'll do to resolve your complaint

- We'll get it to the right person
- We'll be in touch with you as soon as we can and let you know what will happen next
- We'll treat your complaint fairly
- We'll resolve your complaint as soon as possible and we will try to do this within four weeks
- For more complex issues it's likely that we will need longer to look into what's happened and we may ask you for further information to help us reach a decision
- We'll give you regular updates

And once we've dealt with your complaint, we'll go back and see what we can learn from your experience.

## If you're not happy with our response to your complaint

If you feel we've not considered all of your issues or you can provide further information, please let us know and we'll be happy to review it. But if you're unhappy with the outcome you may be able to ask the Financial Ombudsman Service to carry out an independent review of your complaint.

Please note that the Financial Ombudsman Service can only usually consider complaints about FCA regulated business and claims handling, on its own, is not usually considered a regulated activity. Therefore any complaint referred to the Financial Ombudsman Service may need to be against the insurer, as opposed to Collegiate.

If you are unsure whether the Financial Ombudsman Service will consider your complaint, please contact them directly for advice. The service they provide is free and impartial and contacting them at any stage of your complaint will not affect your legal rights.

The contact details are:

### **Financial Ombudsman Service**

Exchange Tower

London

E14 9SR

Their phone numbers are 0300 123 9123 (charged at a national rate) or 0800 023 4567 (free from landlines).

You can send an e-mail to: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or you can log on to their website:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)