

What is a complaint?

We define a complaint as “Any expression of dissatisfaction, oral or written, and justified or not, from or on behalf of a complainant about a firm’s provision (or failure to provide) a financial service”.

What do we do if we receive a complaint?

A complaint record sheet, summarising details of the complaint, will be passed immediately to the nominated complaint handler, together with any supporting documentation so that we can establish what course of action to take.

If the complaint relates to a policy arranged by us as a Lloyd’s coverholder for a certain insurers, then we will follow the agreed complaint handling procedures. This may mean us referring the complaint to the insurers for their acknowledgement, investigation and resolution. Additionally, Lloyd’s provide a further independent service to policy holders should the complainant remain unhappy with the outcome at the end of Lloyd’s investigations.

Otherwise, if the complaint is resolved by close of business on the third business day following receipt, we will provide you with a summary resolution communication, confirming the complaint has been resolved and referring to the Financial Ombudsman Service. The complaint will only be deemed as closed if you are happy with the proposed resolution.

If the matter is not resolved we will send promptly an acknowledgement letter outlining your case, and enclosing a copy of this procedure.

If a complaint should rightfully be addressed by a different firm, the firm will be sent all papers promptly, and you will be informed in writing of what has been done together with a copy letter and the contact details.

If the complaint was received verbally we will, as part of our acknowledgement letter, set out our understanding of the complaint and invite you to confirm in writing the accuracy of that statement.

A copy of the complaint procedure will be provided as part of any complaint acknowledgement but also on request from any client at any time. A complaint leaflet is available from the Financial Ombudsman Service (FOS) (if eligible) at <http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>.

Regardless of whether a complaint is received verbally or in writing, the acknowledgement letter will outline the results of the investigation, if completed. If the investigation has not been completed at the time of acknowledgement, the acknowledgement letter will:

- confirm that we will investigate the complaint and respond within 2 weeks;
- highlight that, if the investigation is not completed within 2 weeks following initial receipt of the complaint, you will be informed of the reasons for the delay; and
- point out that on completion of the investigation you will be informed of the outcome and the options available.

Definition of a complaint

The remaining sections apply only to a complaint which meets the following definitions:

- the complaint is made by or on behalf of an eligible complainant (i.e. a natural person, small partnership, charity or SME);
- the complaint relates to regulated activity;
- the complaint involves an allegation that the complainant has suffered, or might suffer, financial loss;
- the complaint has not been resolved by close of business on the day following receipt. It should be noted that if a complaint is received after close of business (17.00 BST) it will be deemed as being received on the following working day.

It is our policy to treat a complaint, whether regulated or not, according to the complaint procedure, except insofar as references to the Financial Conduct Authority (FCA) or the FOS do not apply.

Investigation

The nominated complaint handler will investigate the complaint fully and promptly and, where necessary, consult the adviser or member of staff whose actions or omissions gave rise to the complaint. The investigation will include a review of the client file and may, where necessary, involve contact with third parties such as product providers to obtain additional information relevant to the investigation.

If the nominated complaint handler is the subject of the complaint, the investigation will be conducted by a Director.

Once the complaint has been investigated and a resolution determined the nominated complaint handler will issue a complaint resolution letter including details about the complaint, the investigation, the resolution and next steps. The letter will state whether the complaint was upheld or not and where it was what if any remediation is to be proposed. In any event the complainant may, if not satisfied, prefer to refer their complaint to the Financial Ombudsman Service.

Where your insurance is placed via Lloyd's you have access, free of charge, to their complaint resolution service, where disputes are reviewed on the balance of probabilities, taking into consideration the evidence submitted by both parties. Lloyd's aims to conclude the majority of complaints received within 8 weeks in accordance with the FCA Handbook. Within this 8 week timeframe Lloyd's operates a 'two stage' complaints process as follows:

Stage 1

The complaint will be considered by the nominated account handler in conjunction with the underwriters (where applicable) of the policy who will issue a response, ideally, within 14 days.

If you remain dissatisfied following the underwriters' response, or if you have not received a response within 14 days you are entitled to request that the complaint be escalated to stage 2.

Stage 2

Lloyd's obtains the documentation from the underwriters and undertakes a full review of the complaint.

When the review is complete a Final Response will be issued detailing the outcome of these investigations.

If you remain dissatisfied at this point you may refer the matter to the FOS (if eligible) provided you do so within 6 months of the date of the Final Response. The FOS can only consider your complaint following our consideration of the matter

Closing a complaint

Where we receive confirmation from you that you are satisfied with the findings of the investigation and any resolution, the nominated complaint handler is entitled to consider the complaint closed.

Where no confirmation has been received from you within 8 weeks of our most recent letter, the complaint may also be considered closed.

Recording a complaint

On receipt of a complaint and at each appropriate stage of handling, the nominated complaint handler will record the details within a Complaint Register. All records will be kept for a minimum of six years.

On receipt of a complaint, the nominated complaint handler will decide which category and product type the complaint relates to, and record this information on the Complaint Register. The categories and types are defined by the FCA.

International Complaints

If you are located outside the UK in another territory then different complaint handling procedures may apply. These procedures (setting out definitions/timescales/processes) can be accessed for each territory via the link below.

<https://www.lloyds.com/resources-and-services/make-a-complaint/policyholder-complaint>

Where a complaint goes to Lloyd's

We will co-operate fully with Lloyd's in resolving any complaint made against us, especially in relation to our position as a Coverholder or in relation to one of our in-house binding authority facilities. We will provide you with a copy of the Lloyd's complaint form to assist with this process, although the form can be downloaded from the Lloyd's website at www.lloyds.com. The completed form should be returned to Complaints, Lloyd's, Fidentia House, Walter Burke Way, Chatham Maritime, Kent, ME4 4RN.

Where a complaint goes to FOS

We will co-operate fully with the FOS in resolving any complaint notified to us and agree to be bound by any awards made by the FOS. We undertake to pay promptly any awards calculated by the FOS. If you do not accept the FOS findings (the FOS is a free and impartial service) you have recourse to law, but you are reminded that this process can involve significant expense.