

# Complaints Policy

## How to make a Complaint

We aim to provide customers with a high level of service at all times. However, if you have any reason to complain about the service you have received from us then please contact us as soon as possible.

You can complain in writing or verbally at any time to:

Complaints Officer  
Greenwood Moreland Insurance Brokers  
117 Cadzow Street  
Hamilton  
ML3 6JA

Tel No: 01698 456 500  
Email: [info@greenwoodmoreland.co.uk](mailto:info@greenwoodmoreland.co.uk)

### Complaints handling procedures

- We will promptly acknowledge all complaints and attempt to resolve them as soon as reasonably possible.
- All complaints will be investigated diligently and impartially.
- We will respond formally to your complaint as soon as possible.
- We will keep you informed of the progress of the investigation.

If you are not satisfied with our response or we have not completed our investigation after eight weeks we will inform you of your right to take the complaint to:

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

Tel: 08000 234 567  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Web: <http://www.financial-ombudsman.org.uk>

This complaints procedure does not affect your right to take legal proceedings.

The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the Financial Ombudsman Service at <http://www.financial-ombudsman.org.uk>