

Complaints

Our FCA Register number is 309053 and you can check our status and permissions at www.fca.org.uk/register or by contacting the FCA on **0845 606 1234**.

Complaints

Our aim is always to provide our customers with a first-class service; however we are aware that, occasionally, it is possible that we may fail to meet your expectations. If for any reason we have not met your expectations, let us know as soon as possible, by calling our main office telephone 0161 406 4800, or write to Mr Jonathan Lister, C&C Insurance Brokers Limited, Bridge House, 80-82 Compstall Road, Stockport SK6 4DE or email jonathan.lister@cc-insure.com

If we are unable to resolve the issue to your satisfaction by the second working day following receipt, we will formally investigate the matter. You will receive an acknowledgement of the matter together with a copy of our complaints process promptly and certainly within 5 working days. We will then aim to investigate and provide a resolution as quickly as possible, informing you of the position at no later than 4 weeks and a final response no later than 8 weeks.

If you are not happy with our response, or the position after a period of 8 weeks, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS) for an independent assessment and opinion.

The FOS Consumer Helpline is on **0800 023 4567** (free for people phoning from a "fixed line" (for example, a landline at home) or **0300 123 9123** (free for mobile-phone users paying monthly charge for calls to No's starting 01 or 02). Alternatively you can contact them at Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.
www.financial-ombudsman.org.uk

A full copy of our complaints procedure is available on request.