



Glentworth Insurance Services Ltd Customer Complaints

Our aim is to provide all of our clients with an excellent level of service. However, we recognise that there could be an occasion when you do not feel satisfied with the service you have received from us. We take complaints very seriously and with this in mind we have developed a Customer Complaints Procedure which lets you know how we will deal with your complaint or issue.

Should you need to make a complaint, please contact our Complaints Manager, Gary Cox, using any of the following methods:

In person or in writing - Glentworth Insurance Services Ltd, 59/61 Oxford Street,
Weston-s-Mare BS23 1TR

By telephone – 01934 643400

By email – gary.cox@glentworth-insurance.com

The Financial Ombudsman Service (FOS) offer eligible complainants a free independent service for resolving disputes. You may contact the FOS using any of the following methods:

By telephone - 0800 0234 567 (free from a fixed line)

0300 1239 123 (free from a mobile for users who pay a monthly charge for calls to numbers starting 01 or 02)

In writing - The Financial Ombudsman Service, Exchange Tower,
London E14 9SR

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

Further detailed information about the FOS, including a description of eligible complainants, can be found:

In our Terms of Business under 'Complaints Procedures'

In the FOS's leaflet entitled 'Your Complaint and the Ombudsman' which we can provide. Alternatively, it is available to download from the Financial Ombudsman Service website. On the Financial Ombudsman website: <http://www.fos.org.uk>.