



### **A Summary Of Our Complaint Handling Process**

At Adcock Financial Limited, we always strive to provide the highest possible standard of customer service. However should you feel that our service has fallen below the level expected and you wish to register a complaint, please make contact with us as follows:

Peter Adcock  
Adcock Financial Limited  
10 Milton Court  
Ravenshead  
Nottingham  
NG15 9BD

Tel: 01623 490120  
Email: [peter@adcockfinancial.co.uk](mailto:peter@adcockfinancial.co.uk)

You can register a complaint either in writing, by phone or by email – whichever method is easiest for you.

To help us respond to your complaint quickly, please quote your policy / plan number in all correspondence where possible.

### **What Will Happen**

We will fully investigate your complaint, and do everything possible to resolve your complaint as quickly as possible. If it is not possible to resolve your complaint quickly, we will promptly acknowledge your complaint in writing and keep you advised of progress.

In the unlikely event that we have not resolved your complaint within 8 weeks we will write to you again to explain the reasons why we have been unable to resolve your complaint and advise you of when we expect to be able to give you our final response.

If you are not satisfied with our final response to your complaint, or if we have still not been able to resolve your complaint within 8 weeks of receipt, you may be entitled to refer it to the Financial Ombudsman Service (FOS).

### **Who Are The Financial Ombudsman Service (FOS)**

They are an independent service in the United Kingdom for settling disputes between businesses providing financial services and their customers.

This service is free to customers.

## How To Contact The Financial Ombudsman Service

You can contact the Financial Ombudsman Service as follows:

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

Tel: 0845 080 1800

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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

You must approach the Financial Ombudsman Service within 6 months of our final response to your complaint. We will remind you of this time limit in our final response letter to you.

### London Office

2nd Floor  
The Dome Building  
The Quadrant  
Richmond  
TW9 1DT

### Telephone

0208 080 0448

### Nottingham Office

10 Milton Court  
Ravenshead  
Nottingham  
NG15 9BD

### Telephone

01623 490120

### Website

[www.adcockfinancial.co.uk](http://www.adcockfinancial.co.uk)

### Email

[info@adcockfinancial.co.uk](mailto:info@adcockfinancial.co.uk)

