

## Complaint Handling Procedure

a: Bres House, Bres Road, Llanelli, SA15 1UA  
t: 01554 575000 e: [complaints@sanderson-drake.co.uk](mailto:complaints@sanderson-drake.co.uk)

Whilst we aim to provide our clients with superb service, we appreciate that sometimes we don't quite get things right.

Where a complaint is raised, we would like to discuss your concern to establish what has happened, and how you feel we can put things right.

### How we will handle your complaint

#### Step 1

Should you have a complaint you can contact us by any of the following methods:

**Call us on:** 01554 575000

**Write to us:** Head Of Complaints  
Bres House  
Bres Road  
Llanelli  
SA15 1UA

**E-mail us:** [complaints@sanderson-drake.co.uk](mailto:complaints@sanderson-drake.co.uk)

#### Step 2

We will acknowledge your complaint within 5 business days.

We will try to resolve your complaint within 4 weeks.

If we cannot resolve the matter within 4 weeks, we will give you a satisfactory explanation regarding the extra time required.

Within 8 weeks of receiving a complaint we will send you a final response which will adequately address the complaint.

#### Step 3

If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to the Financial Ombudsman service you can contact them by any of the following methods;

**By telephone:** 0800 023 4567

**In writing:** Financial Ombudsman  
Exchange Tower  
Harbour Exchange  
London  
E14 9SR

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

Please note Any complaint must be referred to the Financial Ombudsman service within 6 months of the date of our written final response.