

## Complaints procedure

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 you wish to complain, you may advise any member of our staff or contact us by:

Writing to:                 Bartlett Complaints  
                                  Broadway Hall  
                                  Horsforth  
                                  Leeds  
                                  LS18 4RS  
                                  United Kingdom

E-mailing:                 [complaints@bartlettgroup.com](mailto:complaints@bartlettgroup.com) for general insurance complaints  
                                  [dataprotection@bartlettgroup.com](mailto:dataprotection@bartlettgroup.com) for data protection complaints  
                                  [bwmcompliance@bartlettgroup.com](mailto:bwmcompliance@bartlettgroup.com) for wealth management complaints

Telephoning:             0113 258 5711

### Our Complaints Handling Procedure

We aim to treat our customers fairly at all times, especially when they feel they have cause for complaint. We take any complaint very seriously.

We will ensure that your complaint is investigated by one of our staff who has sufficient competence to deal with the complaint and who preferably has not been involved in the matter which is the subject of the complaint. We will also ensure that the person dealing with the complaint either has the authority to settle your complaint or can have ready access to somebody who can make a decision on your complaint.

Where a complaint arises we will, wherever possible, endeavour to resolve the matter within three working days. If this is not possible, to enable us to remedy the situation in a speedy and efficient manner, we will follow the procedure detailed below.

- We will acknowledge your complaint as soon as possible after receipt confirming the name and job title of the person handling the complaint.
- In the event that your complaint relates to activities or services provided by another party, we will advise you of this and ensure that your complaint is promptly forwarded to the appropriate party.

- We will aim to make a final response to you as soon as practicable, and keep you reasonably informed as to progress. We anticipate that we will be able to provide a substantive response to most complaints within eight weeks.
- By the end of eight weeks from receipt of your complaint, we will issue you with our final response, or a response that gives you reasons for any delay in being able to complete our investigation.

When we give you our final response we will try and explain to you all the reasons why we have come to our conclusion. If we feel that redress is appropriate we will show how we have calculated this and we will have based it upon what we believe is fair and appropriate to your complaint. We will also advise how you may pursue the complaint if you remain dissatisfied.

If you remain dissatisfied you may be eligible to refer the matter to the Financial Ombudsman Service.

### **Lloyds Policyholders**

If you are a Lloyd's policyholder and are dissatisfied with our handling of your complaint you may refer your complaint to the complaints team at Lloyd's: <https://www.lloyds.com/market-resources/complaints/policyholder-complaints>

Submitting your complaint to the Lloyd's complaints team will not affect your right to use Financial Ombudsman (FOS) as outlined below, if eligible.

### **Jersey Policyholders**

Bartlett & Company Ltd is also licensed by the Jersey Financial Services Commission ("JFSC") as an insurance intermediary. If we cannot settle your complaint to your satisfaction, you may be eligible to refer your complaint to the Channel Islands Financial Ombudsman ("CIFO").

The CIFO is an independent and free to access service in the Channel Islands for settling disputes between eligible complainants and businesses providing financial services [Channel Islands Financial Ombudsman](#)

### **Escalating your Complaint**

If you are unhappy with the outcome in the final response, you may be able to refer your complaint to the Financial Ombudsman Service [Financial Ombudsman Service: our homepage](#). You will need to refer the complaint within 6 months of receiving your final response.

### **Data Usage and Protection**

If you have any concerns about how your personal data is being used, you have the right to raise a complaint with us in the first instance.

Data concerns should be emailed to: [dataprotection@bartlettgroup.com](mailto:dataprotection@bartlettgroup.com) in the first instances

We will acknowledge and investigate your complaint promptly and fairly, in line with the Data (Use and Access) Act and applicable data protection legislation.

Where possible, we will seek to resolve any issues directly with you. If you are not satisfied with our response, or believe we have not handled your personal data lawfully, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator, at [Make a complaint | ICO](#)