

## **Complaints Procedure**

Your custom is valuable to us and we want you to be completely satisfied with the response and service we provide. However, in the event that you may need to make a complaint you should take the following course of action:

- In the first instance, you should discuss this with the member of staff you have been dealing with.
- If you remain dissatisfied, please ask to speak to a Principal of the business, Mr Clive Bevan or Mr Paul Chillman.
- You may make a complaint either verbally or in writing to Mr Bevan or Mr Chillman. Mr Bevan or Mr Chillman can be contacted at:

**Brown Bevan Insurance Brokers  
94 Front Street  
Arnold  
Nottingham  
NG5 7EJ**

**Tel: 0115 8400 700**

- We will acknowledge your complaint in writing, if not resolved, within 5 working days.
- We will provide you with a full and final response within 20 working days or explain the position and provide the timescale for a full response.
- If you are not satisfied with our final response then you have access to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints procedure.