

The right way to make a complaint

This leaflet is a quick easy to use guide to inform you about making a complaint, first with our member and then with us.

If you are not sure how to make a formal complaint to our member, please see our complaint letter...sample on our website.

Before raising a complaint, make sure you have:

Sent a written formal complaint to your agent clearly explaining the specific reasons for your complaint, and how you would like it resolved

Waited up to 8 weeks for the agent to investigate and resolve, or respond to, your complaint

Either received a final response from the member and are still unhappy, or waited the full 8 weeks

Checked our member list to make sure you are complaining about one of our members

Contacted us, within 12 months of the incident you are complaining about

