# Our Complaints Policy

We are committed to providing a high standard of service to all our customers. If you are dissatisfied with any aspect of our service, please let us know so that we can investigate your concerns and work towards a fair resolution. We also use complaints as an opportunity to improve our products, services and customer experience.

**Our Complaints Procedure**

If you have a complaint, you may let us know about it either orally or in writing. You can contact us by:

Email: complaints@comandgen.com

Telephone: +44 (0)20 3740 4431

Post: Complaints, Commercial and General Ltd, Marvan Court, 1 Waldegrave Road, Teddington, TW11 8LZ

**What Will Happen Next**

We will try to resolve your complaint as quickly as possible. If we are unable to resolve it by the end of the third business day after receiving it, we will:

a) Acknowledge your complaint and, where necessary, ask for any additional information required to investigate it. We will also tell you who is handling your complaint.

b) Investigate your complaint and aim to provide a final response as soon as possible. If we are unable to issue a final response within four (4) weeks, we will write to you with an update on our progress.

c) If we have not issued a final response within eight (8) weeks of receiving your complaint, we will explain the reason for the delay and advise you of your right to refer the matter to the Financial Ombudsman Service, where eligible.

**The Financial Ombudsman Service**

If you remain dissatisfied with our final response, or we have not resolved your complaint within eight (8) weeks, you may have the right to refer your complaint to the **Financial Ombudsman Service** ("**FOS**"), an independent and free dispute resolution service. If eligible, you must normally do so within six months of the date of our final response letter. Referring your complaint to FOS does not affect your legal rights.

Further information is available from:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Telephone: 0800 023 4567

To investigate your complaint, we may share relevant information with FOS in accordance with our Privacy Policy and applicable data protection laws.

If you appoint a professional representative, you will be responsible for their costs.

If you require this Complaints Procedure in large print, Braille, audio format or another accessible format, please contact us and we will be happy assist you.