

Need Help?



Contact Us

Simple Claims Assistance



Unresolved?



Contact FOS

The Financial
Ombudsman Service



THE COMPLEX MADE CLEAR

Simple Claims Assistance Ltd
is authorised and regulated by the
Financial Conduct Authority: 831220
Registration is on the FCA website www.fca.org.uk
Registered Office: Unit 29, JBJ Business Park,
Northampton Road, Blisworth, Northampton, NN7 3DW
Company registration: 11235835
Information Commissioner (ICO) Registration Number ZA325477



Complaints Leaflet.

Simple Claims Assistance Ltd
23 Mount Park Crescent
London
W5 2RN
0203 950 7423

PLEASE RECYCLE

06/05/19

Need Help?

Simple Claims Assistance is here to make the **complex clear**



Please contact us in the first instance so we can find a way to resolve any concerns.

Phone: 0203 950 7423

Email: info@simpleclaimsassistance.co.uk

Write: CEO/Owner Andrew Zgorski
Simple Claims Assistance
23 Mount Park Crescent
London
W5 2RN

Website: www.simpleclaimsassistance.co.uk

In a PERFECT WORLD..

Simple Claims Assistance is run by humans and we are not 100% perfect, so should you wish to make a formal complaint we have a policy which helps us both ensure steps are taken to resolve it as soon as possible. See website for details

Complaints

Complaints may be received directly from customers or from third - party representatives. ✓

All complaints are recorded, logged and referred to CEO/Owner Andrew Zgorski. ✓

All complaints are acknowledged within 24 hours of receipt and we look to resolve it within three working days. ✓

If an acceptable resolution is reached we will write to confirm this and your rights in relation to complaining to the Financial Ombudsman Service.

Should we fail to resolve your complaint in five (5) working days, we will investigate competently, diligently and impartially and provide a final response to your complaint in full within eight weeks.

If we are unable to resolve the complaint within this time limit due to exceptional circumstances we will send a written response which explains why Simple Claims Assistance has been unable to provide a final response, and when it expects to provide one.

What else?

If you are not satisfied with our response, or if a complaint is not resolved after eight (8) weeks, you may refer the complaint to:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567

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

Further information is available on the Financial Ombudsman Service website:

www.financial-ombudsman.org.uk

