



# HOW WE HANDLE COMPLAINTS

**WESLEYAN**  
*we are all about you*

# HOW TO MAKE A COMPLAINT

We do everything we can to make sure we always give you the best possible service.

If you are unhappy with any part of the service we have given you, please tell us as soon as you can. Your feedback lets us put things right and improve our service to you and all our customers.

## WHAT YOU SHOULD DO IF YOU HAVE A COMPLAINT

You can contact us in the following ways.

- ▶ Speak to our Customer Relationship Centre on 0800 092 1990. Their lines are open from 8.30am to 6.30pm, Monday to Friday and from 9am to 2pm on Saturdays. Please have your policy, plan or account number and any relevant documents to hand when you call us.
- ▶ Fill in the online contact form which you can find on our website at: [www.wesleyan.co.uk](http://www.wesleyan.co.uk)
- ▶ Email the Complaints team at [complaints@wesleyan.co.uk](mailto:complaints@wesleyan.co.uk)
- ▶ Write to us at:  
Complaints Team  
Wesleyan Assurance Society  
Colmore Circus  
Birmingham B4 6AR.
- ▶ Fax us on 0121 200 9210.

Or, you can make your complaint via the Online Disputes Resolution (ODR) website ([www.ec.europa.eu/consumers/odr/](http://www.ec.europa.eu/consumers/odr/)).

Anything you submit through this website will be sent to the Financial Ombudsman Service (FOS) who will pass on the details of your complaint to Wesleyan.

There is more information about FOS later in this document.

## HOW WE HANDLE YOUR COMPLAINT AND HOW LONG IT WILL TAKE

- ▶ We will do all we can to resolve your complaint as quickly and informally as we can, generally within three business days (beginning the day after we receive it). Business days are Monday to Friday, not including bank holidays.
- ▶ We can deal with many issues straight away. However, some complaints need further investigation.

- ▶ If your complaint is resolved within three business days, we will send you a Summary Resolution letter (if this applies) to confirm that your complaint has been resolved satisfactorily.
- ▶ If we cannot resolve your complaint within three business days, we will pass it to our Complaints team, who will write to you within five business days, acknowledging that they have received it.
- ▶ Our regulator, the Financial Conduct Authority (FCA), gives us eight weeks to resolve complaints. We will aim to deal with your complaint much sooner than this if we can.
- ▶ If we have not finished our investigation after four weeks, we will contact you with an update on how your complaint is progressing.
- ▶ If we have not finished our investigation after eight weeks, we will contact you to explain why and let you know when we expect to be able to make a decision on your complaint.
- ▶ Once we have carefully looked into your complaint, we will issue a final response letter. The letter will provide details of our findings, any solution we feel would deal with the complaint and the reason behind our decision.

## WHAT YOU CAN DO IF YOU ARE UNHAPPY WITH OUR RESPONSE

- ▶ If you are not happy with our response, you may be able to refer your complaint to the Financial Ombudsman Service (FOS).
- ▶ The FOS is an independent service for settling disputes between consumers and businesses providing financial services. The service is free to consumers.
- ▶ We will let you know if you can refer your complaint to the FOS and provide you with details of how you can contact them.

For further information, please call 0345 351 2352.

Or visit: [www.wesleyan.co.uk](http://www.wesleyan.co.uk)

If you would like this document in Braille, large print or audio format, please contact **0800 975 3710**.

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