

COAST

COMPLAINTS PROCEDURE

At Coast, we value the opportunity to investigate any concerns you may have about any aspect of our service and are committed to handling all complaints fairly, thoroughly and promptly.

Who to contact

Many concerns can be resolved straight away, therefore, in the first instance, please get in touch with our Compliance Manager, as she will generally be able to provide you with an immediate response to your satisfaction. Contact details are provided below:

Compliance Manager
Coast
Helix House
High Street
WADHURST
East Sussex
TN5 6AA

You can telephone on 01892 784059
Or e-mail: info@coastinsurance.co.uk

If your complaint cannot be resolved straight away, and it relates to the terms and conditions of the policy, the complaint will be passed to the relevant insurer(s) to deal with. Otherwise, the Compliance Manager will carry out a full investigation and provide a response. We and our insurers aim to resolve your concerns as soon as possible and will keep you informed of progress whilst enquiries are continuing.

The majority of complaints that are not resolved straight away are resolved within four weeks of receipt.

Next steps if you are not happy with the response provided

We are dedicated to our customers and seek to do what is right; however, sometimes we may not be able to reach an agreement with you. If this is the case, and you remain dissatisfied once you have received the response to your complaint, you may request a further review.

Where the complaint is being handled by the insurer, they will advise you of their review procedure, and once their review is complete, they will provide you with a final response.

Where the complaint is being handled by Coast, your complaint will be reviewed by a Director, and a final response provided.

PTO

The Financial Ombudsman Service (FOS)

If your complaint has not been resolved to your satisfaction within eight weeks, or if you remain dissatisfied following receipt of the final response letter, you can ask the FOS to formally review your case. This is a free and impartial service, but you must contact the FOS within six months of our final response. The FOS contact details are as follows:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

You can telephone on: 0845 080 1800

Or e-mail: complaint.info@financial-ombudsman.org.uk

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