

## Complaints Procedure

Hamilton Leigh Limited including trading name Surgery Protect is committed to providing customers with a professional level of service and, if at any time, you have occasion to complain that we have not delivered the service you expected or you are concerned about any aspect of the service we have provided, please let us know.

We promise to:

- Acknowledge your complaint promptly;
- Investigate this thoroughly and quickly;
- Keep you fully informed of progress;
- Do everything possible to resolve your complaint fairly and
- Learn from our mistakes and use this information to proactively improve our service in future.

Should you have any cause for complaint please contact us on **020 8236 5350**, confirming you wish to complain and ask to speak to Lee Cohen or write to us explaining your concerns at the address below:

**Lee Cohen**  
**Hamilton Leigh Limited Unit**  
**1 Capital Business Park**  
**Manor Way**  
**Borehamwood Hertfordshire**  
**WD6 1GW**

We will aim to resolve your concerns at the earliest possible stage and, if possible, within 3 business days, otherwise we will:

- Promptly write to acknowledge your complaint, identifying who is dealing with this and indicate when you may expect an answer.
- Within 8 weeks of receiving your original complaint, issue a final response or a reply indicating why a final decision cannot be made and when we are likely to be in a position to make a final response. You will be advised of any redress available to you, should you remain unhappy.

If you are seeking resolution as a private individual (consumer) or as a micro-enterprise employing fewer than 10 people with a turnover or balance sheet not exceeding €2million, charity or trust with net assets of less than £1 million, at the time of your complaint, you may refer the matter (free of charge to consumers) to the Financial Ombudsman Service, an independent dispute resolution organisation.

They can be contacted at:  
Financial Ombudsman Service Limited  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR

**Tel:** 0800 023 4567 (calls to this number are now free on mobile phones and landlines) or 0300 123 9123 (calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs)

**E-mail:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You must approach the Financial Ombudsman Service within 6 months of our final response to your complaint and we will remind you of the time limit in our final response.

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