



Complaints

Our aim is always to provide our customers with a first-class service; however, we are aware that, occasionally, it is possible that we may fail to meet your expectations.

If for any reason we have not met your expectations, let us know as soon as possible, either in writing to:

Andy Thomson
FE Protect Limited
Knowsley Community College
Cherryfield Drive
Liverpool
L32 8SF

Or by calling our main office telephone on 0151 601 6324.

If we are unable to resolve the issue to your satisfaction by the end of the following business day following the receipt of your complaint, we will formally investigate the matter. You will receive a prompt acknowledgement of the matter together with a copy of our complaints process within 5 working days. We will then aim to investigate and provide a resolution as quickly as possible, informing you of the position at no later than 4 weeks and a final response no later than 8 weeks.

If you are not happy with our response, or the position after a period of 8 weeks, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS) for an independent assessment and opinion. The FOS Consumer Helpline is on 0800 023 4567 (free for people phoning from a "fixed line" (for example, a landline at home) or 0300 123 9123 (free for mobile-phone users paying monthly charge for calls to No's starting 01 or 02). Alternatively, you can write to the FOS at:

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

Not all customers of UK financial services companies are eligible

A full copy of our complaint's procedure is available on request