



# INNOVATION CONTRACTING

## Claims Management

### COMPLAINTS PROCEDURE



INNOVATION  
CONTRACTING  
LIMITED



# COMPLAINTS PROCEDURES

**We value our clients and strive to give an excellent service. Consequently, we take any complaint seriously and it is dealt with courteously, speedily, professionally and in accordance with our complaints procedure.**



## **HOW TO MAKE A COMPLAINT?**

If you are unhappy about any aspect of our services please contact David Graham by email on [davidgraham@innovationcontractingltd.co.uk](mailto:davidgraham@innovationcontractingltd.co.uk) or by telephone on 01945 583792. Alternatively, you may visit our office or write to us at:

Innovation Contracting Limited  
Alexandra House  
Alexandra Road  
Wisbech  
Cambridgeshire  
PE13 1HQ

## **WHAT WILL WE DO?**

We comply fully with the Financial Conduct Authority's Complaint Handling Rules when responding to a complaint. In the event of you making a complaint about any aspect of the services we have provided you with (or failed to provide you with), we will send you a written acknowledgement of your complaint within five working days of its receipt. We will fully investigate your complaint and will write to you within eight weeks of receiving the complaint giving our final response. Alternatively, a holding letter may be sent to you explaining why we are not in a position to give our final response and giving an indication as to when we will provide our final response.

## **WHAT IF I REMAIN DISSATISFIED?**

If you are not satisfied with our handling of your complaint or if the complaint is not resolved within eight weeks, you may refer the complaint to: Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London E14 9SR. Their website is [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) and their telephone number is 0800 023 4567. Please note that the Financial Ombudsman Service will only intervene once all steps in the Company's in-house claims procedure have been followed.

# INNOVATION CONTRACTING LIMITED



## Contact Details:

### **Innovation Contracting Limited**

Alexandra House  
Alexandra Road  
Wisbech  
Cambridgeshire  
PE13 1HQ

**Telephone:** 01945 583792

**Email:** [enquiries@innovationcontractingltd.co.uk](mailto:enquiries@innovationcontractingltd.co.uk)

Innovation Contracting Limited is authorised and regulated by the Financial Conduct Authority. FCA No. 837443 which is recorded on the FCA's website <http://www.fca.org.uk/register> or can be verified by contacting the FCA on 0800 111 6768.

