

## Complaints process

We are committed to providing you with a first class service at all times. If you are not entirely satisfied with any aspect of our service, please contact us and we will work to put things right as quickly and effectively as possible and where necessary, put measures in place to prevent the problem from reoccurring.

You can raise your concerns in writing or by any other means, to your usual point of contact at April Medibroker, or to:

April Medibroker Limited  
April House,  
Almondsbury Business Centre, Bradley Stoke,  
Bristol BS32 4QH  
United Kingdom  
Tel: +44 (0)191 296 6140  
Email: [complaints@medibroker.com](mailto:complaints@medibroker.com)

### **Our Complaints Process**

Your complaint will be investigated by our Complaints Officer.

We aim to resolve all complaints by close of business the following business day, following receipt of the complaint. If we cannot resolve the complaint within this time, we will:

- Acknowledge your complaint in writing within 5 working days with either a full response or information about the progress of your complaint and a contact name for future reference.
- Provide you with a final response and redress (if appropriate) within 4 weeks of receipt of your complaint. In some cases, a complaint may require a more complex investigation and may take longer to resolve. We will aim to resolve such complaints within 8 weeks. If this is the case with your complaint, we will let you know.

If you remain unhappy with the outcome of your complaint, you may be able to refer this to the Financial Ombudsman Service (FOS) within 6 months of our final response. We will include either a web link or leaflet insert to the Financial Ombudsman's Services with our final response.

### **The Financial Services Compensation Scheme (FSCS)**

We are covered by the Financial Services Compensation Scheme and depending on your status; you may be entitled to compensation from the scheme, if we are unable to meet our obligations.

You can find further information about the compensation scheme by visiting the website [www.FSCS.org.uk](http://www.FSCS.org.uk)