It is our intention to provide you with the highest possible level of customer service at all times. However, we recognise that things can go wrong occasionally and if this occurs, we are committed to resolving matters promptly and fairly.

In the event that you wish to make a formal complaint you should contact Karen Osborne, Chief Operating Officer using one of the following options:

1. In writing (letter, email) address shown below or;
2. By telephone to the number shown below or;
3. Face to face (should you wish to speak to someone face to face please telephone McClarrons at the number shown below and this will be arranged).

Karen Osborne

McClarrons Ltd

The Vines

29 Market Place

MALTON

YO17 7LP

**Email:** karen.osborne@mcclarroninsurance.com

**Tel:** 01653 697055

Where you wish to complain about the performance of the product that has been sold to you, or our sales and service in relation to the product, the procedure that will apply depends on which Insurer we act for. To identify which procedure applies to you, please refer to your policy wording. If you have any doubt on which procedure applies to you, McClarrons will be happy to help.

Where you are not satisfied with final responses to your complaint:

**Insurance provided by a Lloyd’s syndicate**

If your insurance is provided by a Lloyd’s syndicate you may be entitled to ask Lloyd’s to further investigate your complaint:

Complaints

Lloyd’s
1 Lime Street

LONDON

EC3M 7HA

**Email:** complaints@lloyds.com
**Tel:** 020 7327 5693
**Website:** [www.Lloyds.com/complaints](http://www.Lloyds.com/complaints)

If you remain unsatisfied after Lloyd’s has responded to your complaint, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS). More information is available on request or on their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**Insurance provided by other insurers**

If your insurance is not provided by a Lloyd’s syndicate and you are not happy with the way McClarrons has handled your complaint, you may be entitled to refer the matter to the Financial Ombudsman Service. More information is available on request or on their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You can contact them in one of the following ways:

The Financial Ombudsman Service
Exchange Tower

LONDON

E14 9SR

**Tel:** 0800 023 4567 or 0300 123 9123

Further details will be supplied at the time of responding to your complaint.