

# Complaints

It is our policy to promote the highest standard of service for our clients. We endeavour to ensure that all complaints are resolved satisfactorily and in a timely manner.

If you have a complaint about our services, you may contact the member of our staff with whom you normally deal.

Alternatively please contact Mr RP Younger at the address below:

Castle Insurance Services (North East) Ltd  
15 Marshall Terrace,  
Gilesgate,  
Durham,  
DH1 2HX

Tel: 0191 3830401

Email: [info@castleinsuranceservices.co.uk](mailto:info@castleinsuranceservices.co.uk)

You may make your complaint either orally or in writing. We will acknowledge receipt of your complaint promptly in writing and give you our response at the time, if we can.

If following receipt of our final response or after eight weeks if we have not yet provided you with our final response, if you are an eligible complainant, you have the right to refer your complaint to the Financial Ombudsman Service (FOS). Further information is available on their website below.

Financial Ombudsman Service, Exchange Tower, London. E14 9SR 0800  
023 4567

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

An Eligible Complainant is defined as:

- Any private individual
- Any business with a turnover of less than £6.5 million and less than 50 staff or has a balance sheet total or less than £5 million. (small business)
- A charity which has an annual income of less than £6.5 million
- A trustee of a trust which has a net asset value of less than £5 million
- An individual who has given a guarantee or security in respect of an obligation or liability of a small business