

Bode Customer Guide to Complaint Handling

This leaflet explains how to tell us about a problem and what to do if we can't resolve it for you.

Bode Insurance Solutions Limited (Bode) is committed to providing services and products to the very highest standards. If you feel that we have not lived up to your expectations in any way, we would like to hear from you, so we can investigate matters which will also help us improve our service.

We will try to resolve issues as soon as we know about it. However, if you feel we haven't achieved this, we have simple procedure in place to make sure we handle your complaint fairly, sensitively and in line with requirements set by the Financial Conduct Authority. We will also try to make sure that we fix the root cause of problems so that we don't make similar mistakes again.

How to complain

You may tell us about your problem by telephone, letter, or email. Please write 'Complaint' at the top of your letter and write to our Director and Complaints Officer, Charles Foster, at the address shown below, giving full details of your complaint including the names of the people you have dealt with and how you would like to see the matter resolved.

To allow us to give you the most help, please provide us with as much information as possible and reference any previous correspondence related to the complaint. This will make it easier for us to process your complaint as quickly as possible.

Bode Insurance Solutions Limited
Becket House
6 Littlehampton Road
Worthing
BN13 1QE

Telephone: 01903 890062
Email: charlesfoster@leaders.co.uk

How we will respond

Our Complaints Officer will receive the complaint and send an acknowledgement of receipt within three business days.

We will begin investigating your complaint immediately, sending you regular updates.

If we haven't resolved your complaint within 4 weeks from the date of your initial communication, we will write to you explaining why the complaint has not yet been resolved and when we think we will be able to do so.

We will provide a final response within 8 weeks from the date of your initial communication. If we still haven't resolved your complaint, we will tell you why we haven't resolved it, and let you know that you can now refer it to the Financial Ombudsman Service, if you are eligible to do so.

The Financial Ombudsman Service (FOS)

The Financial Ombudsman Service exists to help resolve complaints and disputes as an impartial adjudicator, within the existing law.

You may have the right to refer your complaint to the FOS, but you must do so within six months of the date of our final response letter. The Ombudsman offers a free independent service, but before they look at your complaint, they will ask you to give us the opportunity to put things right for you. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances, for example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

How to contact the Financial Ombudsman:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Telephone: 0800 0234 567 or 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk



Office:

Bode Insurance Solutions
Becket House
6 Littlehampton Road
Worthing
West Sussex
BN13 1QE

Phone:

01903 890044

FAQs:

Scan QR code to read our
frequently asked questions:

