



Our Complaints Process

We want to resolve any issues you might have as quickly and easily as possible. That's why we've put together a clear complaints process to help you. Here's how it works:

1. Making a Complaint

You can get in touch with us by:

- Email: enquiries@simplymotorcover.com
- Post: PlanProtect trading as SimplyMotorCover, Suite F2, The Annex, Seven Hills Business Centre, South Street, Leeds, LS27 8AT

2. Acknowledgement

We'll let you know right away that we've received your complaint. We'll tell you who's handling it and how to contact them. At this stage, we'll also give you information about the Financial Ombudsman Service (FOS) in case you need it later.

3. Investigation

We'll look into your complaint carefully and let you know what we plan to do to fix it, along with how long it might take.

4. Updates

We'll keep you informed about our progress. Most complaints are sorted out within eight weeks.

5. Final Response

Within eight weeks, we'll send you our final decision. If we need more time, we'll explain why and let you know when you can expect an answer.

6. If You're Not Satisfied

If you're unhappy with our response, or if we haven't given you a final answer within eight weeks, you can take your complaint to the Financial Ombudsman Service (FOS). We'll provide their contact details when we acknowledge your complaint, but they're also listed below for your convenience.

Note on Third-Party Complaints:

If your complaint is about something a third party did (like a service they provided), we'll let you know in writing, give you their contact details, and explain why. We'll also make sure your complaint is passed on to them quickly.

Financial Ombudsman Service (FOS) Contact Details

- Website: financial-ombudsman.org.uk
- Email: complaint.info@financial-ombudsman.org.uk
- Telephone: 0207 964 1000
- Address: Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, Isle of Dogs, London, E14 9SR UK

Important Notes:

- *Following this complaints process does not affect your legal rights.*
- *The Financial Ombudsman Service will expect you to have tried resolving your issue with us first before they take on your case.*