

# Customer Guide to the Hepburns Complaints Handling Procedure

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

**County Property Management** are part of the Leaders group of companies which is an appointed representative of Hepburns Insurance Services Limited (HISL) which is authorised and regulated by the Financial Services Authority to advise on and arrange general insurance contracts.

Whilst we work hard to ensure that that you receive an excellent level of service it is possible that you may be unhappy about how we have dealt with a particular situation. HISL will handle all complaints we receive. You may ring telephone number 01534 515151 and you will be put in touch with the individual who will be able to look into your concerns and they will do their best to address the problem to your satisfaction.

If you prefer you may tell HISL about your problem by letter, fax or email. Please write '**Complaint**' at the top of your letter and write to the Managing Director 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 the matter to be resolved. To allow HISL to give you the most help, you should provide them with as much information as possible.

Hepburns Insurance Services Limited  
Normandie House  
Rue a Chiens  
St. Sampson's  
Guernsey  
GY2 4AE

Fax 01481 257852  
Email [gsy@hepburnsinsurance.com](mailto:gsy@hepburnsinsurance.com)

Your complaint will be acknowledged in writing and a review will be carried out. You will be told what HISL are going to do and how long it is likely to take.

If after HISL have followed their **Internal Complaints Procedure**, you are not satisfied with the response, outcome or action proposed, you will be provided with a final response so that you can be referred, if you wish, to the Financial Ombudsman Service (FOS).

The FOS is a free service, which has been set up to resolve disputes between customers and financial firms. Please ask us for a free leaflet entitled 'your complaint and the ombudsman'.

**Please note** you must refer your complaint to the FOS within six months of HISL providing their final response.