

Complaints Policy

Ingram Toft is committed to providing a high standard of service to everyone. However, we recognise that errors may occur from time to time.

Our aim is to handle your complaint fairly, consistently, and quickly. In order to do this, it will help if you will provide as much information as possible and tell us how you would like us to resolve the problem.

If we uphold your complaint, we will apologise and we will explain what went wrong. Wherever possible, we will take steps to prevent the problem from happening again. We will always attempt to resolve your complaint at the point of contact. If we have not been able to resolve your complaint immediately, we will acknowledge your complaint within five (5) working days of receipt and will aim to provide a full response within eight (8) weeks of the date of receipt of your complaint.

If you have a complaint with regard to our services, please contact us:

- By letter:

Ingram Toft
Chambers Business Centre
Chapel Road
OLDHAM OL8 4QQ

- By phone: 0800-368-7382
- By email: info@ingramtoft.co.uk.

If you are not satisfied with our final response, you may refer your complaint to The Financial Ombudsman Service within 6 months of the date of your final response:

- By letter

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

- By phone: 020 7964 1000 (Lines are open 9am - 5pm, Monday to Friday)
- By email: complaint.info@financial-ombudsman.org.uk

Tips for complaints:

- Make a note of what the problem is before you call us. Keep your notepad with you and write down the date and time of your call. Note the name of the person to whom you are speaking with and any other significant issues discussed within the call.
- When writing to complain, please provide as much detail as possible and enclose or attach any documentary evidence to support your complaint.
- Let us know if you would like us to call you to discuss the problem further.
- Tell us how you would like your complaint handled. Ingram Toft is regulated by the Claims Management Regulator with regard to regulated claims management activities. (CRM:29195)