

How to complain to Congregational



Our complaints commitment

Congregational is a trading name of Integra Insurance Solutions Ltd. All communications regarding complaints are administered by Integra.

Our aim is to provide an excellent service to our customers at all times. However, we understand that, from time to time, we may not live up to our own high standards and we recognise that occasionally things do go wrong. Whenever this happens, we welcome your feedback to ensure that we provide the kind of service you expect.

We take all complaints seriously and aim to resolve all customers' problems promptly and fairly. Every complaint is diligently recorded, swiftly dealt with and the outcome noted.

You may make a complaint by phone, email or in writing

Policy complaints

01274 700 700

church@congregational.co.uk

Claims complaints

01274 700 700

claims@congregational.co.uk

All other complaints

01274 700 700

info@congregational.co.uk

Congregational Complaints, Integra Insurance Solutions Ltd.
Curren House, Curren Street, Bradford BD1 5BA

Helplines

If your complaint relates to the helpline services or legal protection (section 7 of your policy), please contact DAS Legal Expenses Insurance Company Limited:

0344 893 9013

customerrelations@das.co.uk

DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side,
Temple Back, Bristol BS1 6NH



What will happen if you complain?

- Upon notification of your complaint, we will record the details of your complaint and attempt to resolve the matter immediately.
- If we are unable to resolve your complaint within 3 working days, we will, within no more than 5 working days, send you a letter to acknowledge your complaint and explain to you how this will be investigated.
- During the course of our review, and where relevant, we will provide you with regular progress updates. We will endeavour to write to you and provide you with our formal and final decision as soon as possible. This will be at most within 40 working days following receipt of your complaint.
- If we are unable to resolve your complaint within 40 working days, we will write to you explaining fully why we are unable to do so and when you can expect our formal and final decision. We will also remind you that you can refer your complaint to the Financial Ombudsman Service (ombudsman) and provide you with a copy of the 'your complaint and the ombudsman' leaflet.

If you're not happy with our response

If, after making a complaint to us, we have either:

- not provided you with a formal and final decision within 40 working days or;
- you are unhappy with our final decision and feel the matter has not been resolved to your satisfaction.

You may be able to take your complaint to the ombudsman. Any referral to the ombudsman must normally be made within six months of receipt of our final written response or summary resolution communication being issued.

Financial Ombudsman Service contact details

Enquiries and consumer helplines are open:
Monday to Friday 8am - 8pm and Saturday 9am - 1pm.

0800 023 4567

calls to this number are free on mobile phones and landlines.

0300 123 9123

calls to this number cost no more than calls to 01 and 02 numbers.

These numbers may not be available from outside the UK – so please use **+44 20 7964 0500** if calling from abroad.

complaint.info@financial-ombudsman.org.uk

Financial Ombudsman Service, Exchange Tower, London E14 9SR

For more information, visit www.financial-ombudsman.org.uk

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This complaints procedure does not affect your right to take legal action and does not form part of the policy.



Congregational is a trading name of Integra Insurance Solutions Ltd.

Registered Office: Integra Insurance Solutions Ltd. Currer House, Currer Street, Bradford BD1 5BA.

Registered in England and Wales Registered Number 06760260.

Authorised and regulated by the Financial Conduct Authority. Financial Services Register No. 495111.

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