

# Not satisfied with our service?

## The Complaints Procedure

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We aim to provide all customers with a superb service. However, we appreciate that sometimes we don't quite get things right. When this happens we see this as an opportunity to show you how much we appreciate you as a customer.

We have to comply with the Claims Management Regulator (CMR) guidelines around complaints handling but we see that as a minimum requirement and look to go above and beyond what you and the CMR would expect.

## Step 1

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In the first instance the best way to get your complaint resolved is to talk to us.

Please call: [01933 698529](tel:01933698529)

Alternatively, you can write to us:

[Customer Services Manager, iSmart Consumer Services Ltd](#)  
[Regents Pavilion, 4 Summerhouse Road,](#)  
[Northampton, NN3 6BJ](#)

Email our customer services:

[customer.services@i-smartbusiness.co.uk](mailto:customer.services@i-smartbusiness.co.uk)

We aim to resolve as many complaints as soon as we receive them.

## Step 2

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If we are unable to resolve your complaint informally first then we will write to you within 4 days with an acknowledgement of your complaint.

We will tell you the name of the person who will be handling your complaint and keep you regularly updated as things progress. Ultimately, we aim to resolve all complaints within a maximum of 8 weeks.

## Step 3

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If we are still unable to resolve your complaint after 8 weeks, or you are not satisfied with our final response you may be entitled to refer the matter to the Legal Ombudsman. If you decide to escalate the matter to the Legal Ombudsman you must do so within 6 months of our final response letter. If you would like more information about the Legal Ombudsman, their details are below:

Please write to:

[Legal Ombudsman, PO Box 6804,](#)  
[Wolverhampton, WV1 9WG](#)

Website: [www.legalombudsman.org.uk/cmc](http://www.legalombudsman.org.uk/cmc)

Or send an email to: [cmc@legalombudsman.org.uk](mailto:cmc@legalombudsman.org.uk)

Please call: [0333 555 1777](tel:03335551777)

Please do not send original documents to the Legal Ombudsman. They will scan any documents they receive and destroy the originals.