

# COMPLAINTS

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This leaflet explains how we will handle your complaint.

**RL**  
360<sup>o</sup>

## Our commitment to you

If you are unhappy with us, it's important that:

- you know who to complain to
- you know how we will deal with your complaint
- you feel confident that we will take your complaint seriously
- you know that we will try to resolve the problem quickly.

## Who do you complain to?

You can make a complaint by:



**Writing to us at:**

RL360°  
RL360 House  
Cooil Road  
Douglas  
Isle of Man  
IM2 2SP  
British Isles.



**Phoning us:** + 44 (0)1624 681681



**Emailing us:** [customer.relations@rl360.com](mailto:customer.relations@rl360.com)

Please address your complaint to the Customer Relations Manager.

## What happens next?

- Once your complaint has been received, we will acknowledge it in writing within five working days.
- We will write to you detailing the outcome and our decision following a full and impartial investigation of your complaint. The investigation will take account of all available information.
- Where we are unable to complete our investigation in four weeks, we will write and let you know when we hope to be able to deliver our response.
- Should our investigation still not have concluded after eight weeks and we are not awaiting any information from you, we will write to you to provide an explain why.



Financial Services Ombudsman Scheme  
Thie Slieau Whallian  
Foxdale Road  
St John's  
Isle of Man  
IM4 3AS  
British Isles.



Telephone: +44 (0)1624 686500



Email: [ombudsman@iomoft.gov.im](mailto:ombudsman@iomoft.gov.im)

**Issued by RL360 Insurance Company Limited.**

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**Telephone:** +44 (0)1624 681681.  
Telephone calls may be recorded.

**Website:** [www.rl360.com](http://www.rl360.com)

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