

Dealing with your complaint

We hope that you never have cause to complain. However, when things do go wrong this leaflet outlines what you can expect from us in dealing with your complaint and what to do if you're still unhappy.

Resolving complaints

Wherever possible, we will do our best to resolve your complaint immediately. However, in some cases we are unable to do this and need more time in order to conduct a full investigation. In this case we will let you know and keep you informed of progress by way of regular updates. We will be in touch with the results of our findings as soon as possible. All complaints will be treated with the utmost importance and investigated diligently and impartially.

If you are unhappy with our final response or the way in which we handle your complaint, you have the right to refer your case to The Financial Ombudsman (FOS). FOS is an independent body for arbitration in complaints relating to Financial Services. Further details will be sent to you with our response to your complaint.

Contacting us

Should you need to contact us at any time regarding your complaint, please do so in one of the following ways:



By phone

0333 123 1983 – Lines are open Mon-Fri 9am-5.30pm



By email

complaints@moneysupermarket.com



By post

Complaints Manager, MoneySupermarket House, St David's Park, Ewloe, Flintshire, CH5 3UZ



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