

Caring For Our Customers

We are committed to providing a quality service to all our customers by working in an open and accountable way. If our service ever falls below the standard that you'd expect from us please contact us and we'll do our very best to resolve the matter as soon as possible. You can get in touch in the following ways:

Email: info@wfinsurance.co.uk

Telephone: 0345 34 500 34 (Customer relations department opening hours Monday - Friday 9.00am - 5.30pm)

Customer Relations Manager
Waltham Forest Insurance
Sterling House
Fulbourne Road
London
E17 4EE

If you make a complaint and it can't be resolved immediately or by the end of the third business day after it was received, we'll formally acknowledge your complaint in writing within five business days.

We'll fully investigate your complaint using all of the information available to us and address your concerns in full as quickly as we can. Usually we will be able to provide our final response to your complaint within four weeks

Sometimes it can take us a little longer to investigate your concerns and if it does, we'll write to you to explain our progress and let you know when you can expect to receive our final decision.

If your complaint is against your insurer, and not Waltham Forest Insurance in our role as your agent, you should contact your insurer in the first instance. The name and address of your insurer can be found on your policy documentation.

If we fail to provide you with a final response within eight weeks of the initial date of your complaint or if you're not satisfied with our response, you may refer the dispute to the Financial Ombudsman at:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Tel: 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Nothing in this process will adversely affect your rights of law.

You can also post customer queries on our Waltham Forest Insurance Twitter feed.