

Complaints

If you believe that we have not delivered the service you expected, we want to hear from you. It is always our aim to get things right first time, but sometimes things can go wrong. Please get in touch so that we can understand your concerns and provide our response.

There are various ways you can get in touch:

Call Us

To talk to a member of our customer service team please call us on 0330 053 5110.

Our opening times

Monday to Friday 09:00am – 05:30pm

Email Us

Our email address is info@nashwarren.co.uk

For security reasons, please include your name, first line of address and postal code, along with a contactable telephone number. Please also include the nature of your complaint and we will make contact to discuss in order to discuss your complaint further.

Write To Us

Our address is Nash Warren Insurance Services Limited, 309 – 311 Long Lane, Halesowen, West Midlands, B62 9LD

Please include the nature of your complaint and we will make contact as quickly as possible to discuss your complaint further.

If you are not happy with our response to your complaint

If you're not happy with our response to your complaint you can ask the Financial Ombudsman Service to carry out an independent review of your complaint. You also have the right to ask the Financial Ombudsman Service to carry out a review should we be unable to resolve your complaint within 8 weeks.

The Financial Ombudsman Service (FOS) is an agency for arbitrating on unresolved complaints between regulated firms and their clients. Full details of the FOS can be found at www.financial-ombudsman.org.uk