



Complaint Notice

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Our aim is to offer great products and excellent service, but we know sometimes things can go wrong. If you have any reason at all to complain, we make you a promise:

We will do our very best to put things right as soon as you get in touch. Where that's not possible, we will make sure you have the contact details of the person or team dealing with your complaint. No matter how you choose to tell us about your complaint, online or in writing, we will give it our full attention and commitment to resolving it for you.

If you have a complaint, we like to be able to talk to you about it as soon as possible and most of our customers agree. More than 90% of our customers who tell us about their complaint, have their complaint resolved to their satisfaction then and there.

We want to make sure your complaint is resolved as quickly as possible so please consider e-mailing us. If you feel more comfortable writing your complaint down there are two methods available to you.

Write to us

Write to us at CONSORTIUM DIPLOMATIQUE EUROPÉEN, Oder 20 / D8799, NL-2491DC Den Haag, The Netherlands.

In order for us to resolve your complaint as quickly as possible, please include the following information in your letter:

Your personal details – provide full contact details so that it can be investigated properly.

As much information about the complaint as you feel able to give.

Are there any particular actions you wish us to take to resolve your complaint? If so, please include them.

Claims Management Companies (CMCs)

We'll treat your complaint in exactly the same way whether we receive the complaint directly from you or from a Claims Management Company (CMC). You don't need to use a CMC and they'll typically charge an upfront fee or take a proportion of any compensation you may be due. By coming directly to us you'll not be disadvantaged.

How we'll handle your complaint

If we don't manage to resolve the complaint within five working days we will write to give you an update and let you know when you can expect a full response.

We'll also let you know the name and contact details of the person or specialised team dealing with your case.

Once all the details of the complaint have been investigated, we will issue a 'final response' to your complaint within 5 working days.

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