

# COMPLAINTS

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This leaflet explains how we will handle your complaint.

**RL**  

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## 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.