



**MDU**

# **Our complaints process**

**We do our best to provide an excellent service but there might still be times when you feel you have cause for complaint. If so, we'll resolve your complaint as quickly and fairly as we can. We take all complaints seriously and value any feedback which can help us improve the service we provide.**

**If you need to make a complaint about any aspect of our service, please contact the relevant team.**

### **Membership**

Head of membership  
MDU Services Limited  
One Canada Square  
London E14 5GS

**t 0800 716 376**  
**e [membershipcomplaints@themdu.com](mailto:membershipcomplaints@themdu.com)**

### **Medico-legal**

Head of medico-legal services  
MDU Services Limited  
One Canada Square  
London E14 5GS

**t 0800 716 646**  
**e [advisory@themdu.com](mailto:advisory@themdu.com)**

### **Legal**

Head of legal services  
MDU Services Limited  
One Canada Square  
London E14 5GS

**t 020 7202 1500**  
**e [legalcomplaints@themdu.com](mailto:legalcomplaints@themdu.com)**

### **Claims**

Head of claims handling  
MDU Services Limited  
One Canada Square  
London E14 5GS

**t 020 7202 1500**  
**e [claims@themdu.com](mailto:claims@themdu.com)**

### **Data protection officer**

If your complaint is about the way your personal information was handled, you can contact the data protection officer.

Data protection officer  
MDU Services Limited  
One Canada Square  
London E14 5GS

**e [dataprotectionofficer@themdu.com](mailto:dataprotectionofficer@themdu.com)**

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Once we have received your complaint, we aim to resolve it as quickly as possible, however some matters may need investigating in detail. If so we will write to you within five working days to acknowledge your complaint and advise when we expect to be able to resolve the matter. We aim to resolve all complaints within 20 working days. If this is not possible, we will inform you and advise when you can expect a response.

### **Referral to the Financial Ombudsman Service**

Some complaints may be eligible for referral to the Financial Ombudsman Service which is a free disputes resolution service. As a guide, your complaint may be eligible if it relates to the monthly repayments of your annual subscription by a credit agreement provided by Premium Credit Ltd or the administration of a legacy insurance policy.

Complaints related to MDU indemnity and/or other benefits provided at the discretion of the board of management of the MDU will not be eligible.

If your complaint is eligible and you are not satisfied with our final response, or have not received a final response within 8 weeks, you can contact the Financial Ombudsman Service at:

### **Financial Ombudsman Service**

**Exchange Tower**

**London**

**E14 9SR**

**t 0800 023 4567**

**t 0300 123 9123**

**e [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

**w [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)**

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## **Referral to the Legal Ombudsman**

If your complaint relates to the services provided by our in-house legal department and you have not received a final response to a complaint within 8 weeks, or we have been unable to settle your complaint using our internal complaints process, you have the right to complain to the Legal Ombudsman, an independent complaints body that deals with legal services complaints. You have six months from receipt of our final response to the complaint to complain to the Legal Ombudsman at:

**Legal Ombudsman**  
**PO Box 6806**  
**Wolverhampton**  
**WV1 9WJ**

**t 0300 555 0333**

**e [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)**

**w [legalombudsman.org.uk/helping-the-public/#making-complaint](https://legalombudsman.org.uk/helping-the-public/#making-complaint)**

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# How to contact us

## Membership

**t** 0800 716 376 (lines are open from 8am to 6pm Monday to Friday, excluding bank holidays)

**e** [membership@themdu.com](mailto:membership@themdu.com)

## Your feedback

Give us your feedback about the MDU

[themdu.com/feedback](http://themdu.com/feedback)

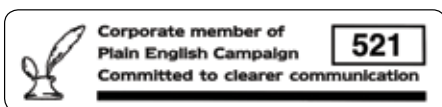
## Website

[themdu.com](http://themdu.com)

MDU Services Limited

One Canada Square

London E14 5GS



MDU Services Limited (MDUSL) is authorised and regulated by the Financial Conduct Authority for insurance mediation and consumer credit activities only. MDUSL is an agent for The Medical Defence Union Limited (MDU). MDU is not an insurance company. The benefits of MDU membership are all discretionary and are subject to the Memorandum and Articles of Association.

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