



A Company Registered in England & Wales

Registration No. 14467886

Registered office address:

**Unit 2 Guards Avenue, Caterham On The Hill, Surrey, United
Kingdom, CR3 5XL**

COMPLAINTS PROCEDURE

On Point Data Ltd is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

On Point Data Ltd is also an appointed representative of CLS Property Insight Limited, which is authorised and regulated by the Financial Conduct Authority under registration number 718255 and an Introducer Appointed Representative of DUAL Corporate Risks Limited, which is authorised and regulated by the Financial Conduct Authority No. 312593. Registered in England and Wales under company number 4160680. Registered Office: One Creechurch Place, London, EC3A 5AF.

In relation to any of our business activities, if you need to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

Complaints should be sent to:

Kevin Johnson – Director

On Point Data Ltd

Export House, 5 Henry Plaza, Victoria Way, Woking, GU21 6QX

Office T: 0300 373 2533

kevin.johnson@onpointdata.co.uk

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs):

Tel: 01722 333306

<https://www.tpos.co.uk>

email: admin@tpos.co.uk

We will co-operate fully with the Ombudsman during an investigation and comply with his final decision.

If your complaint is in relation to our insurance products you may refer your complaint to:

Financial Ombudsman Service; Exchange Tower, Harbour Exchange Square, London, E14 9SR.

Tel: 0207 964 1000

Fax: 020 7964 1001

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