Complaints Procedure

12th May 2026

At Acres we are committed to providing a high standard of service to all of our customers. However, if at any time you are dissatisfied with the service you have received, we would like the opportunity to put things right.

How to Make a Complaint:

If you wish to make a complaint, please contact us using the details below:

Email: georgie@acresinsurance.co.uk

Telephone: 01536 607070

Post: Acres Insurance Brokers, Suite 6, Sapphire House, Crown Way, Rushden, NN10 6FB

To help us investigate your concerns as quickly as possible, please provide your policy number or claim reference where applicable, along with details of your complaint.

What Happens Next?

We will acknowledge your complaint promptly and aim to resolve matters as quickly and fairly as possible. Your complaint will be investigated by an appropriate member of our team and we will keep you updated throughout the process.

In accordance with Financial Conduct Authority guidelines, we aim to provide our final response within eight weeks of receiving your complaint.

Financial Ombudsman Service:

If you remain dissatisfied with our final response, or if eight weeks have passed since you first raised your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service.

Further information can be found at: https://www.financial-ombudsman.org.uk

You must refer your complaint to the Financial Ombudsman Service within six months of the date of our final response letter.

Financial Services Compensation Scheme:

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations.

Further information can be found at: https://www.fscs.org.uk

Acres Insurance Brokers Ltd is authorised and regulated by the Financial Conduct Authority. FRN No: 814143.
You can check this on the Financial Services Register at www.fca.org.uk/firms/financial-services-register