

Complaints process

Croydon council always aims to get things right first time and we are committed to ensuring that we achieve the highest level of service for our customers. If you feel this hasn't happened, we would like to hear about it so that we have an opportunity to put things right for you and to improve our service in the future.

It is always the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the procedure.

A copy of Thistle Insurance Services complaint's procedure is available here: https://new.croydon.gov.uk/sites/default/files/Thistle%20Insurance%20Services%20Complaints%20Policy%20Nov%202019_0.pdf .

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group.

Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Lloyd's Broker. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group.