



Our complaints process

We aim to provide you with a reliable and efficient service at all times. However, there may be occasion when you feel dissatisfied with us. If this is the case, we would like to hear from you as your feedback can help us improve the service we provide to you and other members of the MDU in future.

If you need to make a complaint about any aspect of our service, please contact the relevant department on the contact details outlined below.

Membership

Head of Membership
MDU Services Limited
230 Blackfriars Road
London SE1 8PJ

Telephone: **08444 20 20 20**
Or email: **membershipcomplaints@the-mdu.com**

Legal

Head of Legal Services
MDU Services Limited
230 Blackfriars Road
London SE1 8PJ

Telephone: **08444 20 20 20**
Or email: **legalcomplaints@the-mdu.com**

Advisory

Head of Advisory Services
MDU Services Limited
230 Blackfriars Road
London SE1 8PJ

Telephone: **08444 20 20 20**
Or email: **advisory@the-mdu.com**

Claims

Head of Claims Handling
MDU Services Limited
230 Blackfriars Road
London SE1 8PJ

Telephone: **08444 20 20 20**
Or email: **claims@the-mdu.com**

Some matters require a detailed investigation. If this is the case 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.

If we are unable to provide a full response within 40 working days, or you are not satisfied that the matter has been resolved after our final response, you may be eligible to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service can be contacted at:

By mail:
The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

By telephone: **0300 123 9123**
Email: **complaint.info@financial-ombudsman.org.uk**
Web: **financial-ombudsman.org.uk**

There are certain matters that the Financial Ombudsman Service is unable to look at, such as matters relating to the discretionary benefits of membership. For further information please contact us. Alternatively you can contact the Financial Ombudsman Service directly.

MDU Services Limited (MDUSL) is authorised and regulated by the Financial Services Authority in respect of insurance mediation activities only. The insurance policy is underwritten by SCOR UK Company Limited and International Insurance Company of Hannover. MDUSL is an agent for The Medical Defence Union Limited (the MDU). The MDU is not an insurance company.

The benefits of membership of the MDU are all discretionary and are subject to the Memorandum and Articles of Association.

MDUSL is registered in England 3957086.
Registered Office: 230 Blackfriars Road, London. SE1 8PJ



freephone membership helpline
0800 716 376

Our lines are open from 8am to 6pm Monday to Friday

MDU Services Limited
230 Blackfriars Road
London SE1 8PJ

website the-mdu.com
email membership@the-mdu.com

