



Being given the runaround? Seek advice from those in the know

DISPUTE TO RESOLVE?

If you have a problem with a company and are getting nowhere, try the ombudsmen. They can take practical action to resolve the complaint and may award compensation

■ ENERGY

Energy Ombudsman

CONTACT: 0330 440 1624;
www.ombudsman-services.org
FOR: disputes over bills, switching suppliers and power cuts
COMPENSATION: up to £5,000

■ MONEY

Financial Ombudsman Service

CONTACT: 0300 123 9123;
www.financial-ombudsman.org.uk
FOR: problems with financial businesses, including insurance, mortgages or credit card issues
COMPENSATION: up to £100,000, though most payouts are much smaller

■ TELECOMS

Ombudsman Services: Communications

CONTACT: 0330 440 1614;
www.ombudsman-services.org
FOR: disputes with companies, including phone and broadband issues
COMPENSATION: up to £5,000

■ LEGAL

Legal Ombudsman

CONTACT: 0300 555 0333;
www.legallombudsman.org.uk

FOR: complaints about services provided by lawyers (including solicitors, barristers, legal executives and licensed conveyancers) in England and Wales
COMPENSATION: up to £30,000

■ PROPERTY

Ombudsman Services: Property

CONTACT: 0330 440 1634;
www.ombudsman-services.org
FOR: complaints about property professionals, including chartered surveying firms, surveyors, estate agents, residential managing agents and letting agents
COMPENSATION: up to £25,000

The Property Ombudsman

CONTACT: 01722 333306; www.tpos.co.uk
FOR: complaints about estate agents
COMPENSATION: up to £25,000

■ BEFORE THE OMBUDSMAN

For help formulating a complaint, visit www.citizensadvice.org.uk or www.tradingstandards.gov.uk/advice.

REMEMBER: before you take your complaint to an ombudsman, you generally need to give the company involved eight weeks to resolve the issue in-house. □