

How to Complain

Sesame takes complaints against its members very seriously and has a team in Huddersfield dedicated to dealing with complaints.

If you would like to complain about any advice given by a member of Sesame you can do this via any of the following methods.

Post:

**Customer Relations Team
Empress House
St. Thomas Road
Huddersfield
HD1 3LG**

Email:

customerrelations@sbg.co.uk

Telephone:

0345 0456 800

Our Standards

Once a complaint is received, Sesame has set guidelines to follow when investigating a complaint. A copy of these will be issued with our letter acknowledging your complaint