



**The Claim Centre
Accident Management Consultants**

COMPLAINTS PROCEDURE

This document will be supplied on request and will be automatically provided to complainants unless we are able to resolve the complaint by the close of business on the next working day following the receipt of a complaint.

We reserve the right to decline to consider a complaint that is more than six months after you become aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.

Within 5 days of the receipt of a complain from a client (or a clients representative). We will send a writing acknowledgement. The acknowledgement will include details of the name and job title of the person handling the complaint. We will accompany the letter with a copy of these procedures.

The complaint will be handled by a person of sufficient seniority and competence to settle the complaint and, where possible, will be someone not directly involved in the matter subject to the complaint.

ALL COMPLAINTS WILL BE DEALT FAIRLY, CONSISTENTLY AND PROPERLY.

In most cases we would anticipate that we would be able to provide a client with a final response letter within four weeks from the receipt of the complaint. The final response letter will give full details of the client's complaint and of our internal investigation. We will also give details of the step we propose to take to resolve the subject of the complaint or we will give an explanation of the reasons why we consider that we are not responsible.

Some complaints may be complicated or may require us to communicate with other persons or firms connected with the matter subject to the complaint. In such circumstances it may not be possible to resolve the complaint within a period of four weeks.

In these circumstances our procedures are:

(i) A holding response explaining way we are not yet in a position to resolve the complaint. In this event we will indicate when we will make further contact; this will be within a period of eight week from the receipt of the complaint.

Regulated by the Department of Constitutional Affairs in relation to claims management activities.
AUTHORISATION NUMBER: CRM2294

**Tel: 0800 328 4519 Fax: 0113 245 3266
5 Hyde Park Road Leeds West Yorkshire LS6 1PY
www.theclaimcentre.com**



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Within this period we will either send the client a final response. Or:

- (i) Send an explanation as to why we are not in a position to make a final response
- (ii) Give reasons for our delay in the time taken to resolve the
- (iii) We will indicate when a full Response can be expected.
- (iv) We will inform the clients he / she may refer the complaint to the claims Management Regulator, if they are not happy with the delay.

Where we decide that redress is appropriate, we will provide fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress you accept. Appropriate redress will not always involve financial redress.

If the complaint is not satisfied with our response, or if the complaint is not resolved within eight weeks, he/she may refer the complaint to:-

**Claims Management Regulator
PO Box 7824
Burton on Trent
Staffordshire
DE14 9DP**

info@claimsregulation.gov.uk

Tel: 0845 4506858.

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