

Complaints Procedure

Dealing with a Complaint

The client should give full details either in writing or by interview.

The whole object is to ensure that the client:

- (i) Is satisfied that the complaint has been dealt with seriously;
- (ii) Gets a prompt response;
- (iii) An assurance that the matter is being reviewed;
- (iv) Is notified as soon as possible of the outcome.

COMPLAINTS POLICY

Our Complaints Policy

We are committed to providing a high-quality service to all our clients. When something goes wrong we need them to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact the Office by writing, by telephone or in person:

The complaint will then be dealt with by a senior member of the company or if appropriate he/she will pass it to the person in charge of the department involved in your complaint.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within 3 days of your reply.

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4. We will then start to investigate your complaint. This may involve one or more of the following steps:-
 - We may ask the member of staff who acted for you to reply to your complaint within 5 days.
 - We may examine their reply and the information in your complaint file. We may then ask them for more information. This will take up to 3 days from receiving their reply and the file.
5. If at this stage we feel it is appropriate to do so we will write to you with our proposals for resolving your complaint. We will only do this if we feel the complaint is capable of resolution without the need for a face to face meeting. If our proposals are accepted then this will be end the of the matter.
6. If our written proposals are not accepted or if we feel a face to face meeting is necessary at the outset then we will invite you to meet the Complaints Person to discuss and hopefully resolve your complaint. We will do this within 3 days of receiving all the details we need from the member of staff who acted for you.
7. Within 2 days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you. If you do not want a meeting or if it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within 5 days of us completing our investigation.
8. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. We will do this within 10 days.
9. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Claims management Regulators office. If you are still not satisfied, you can contact them about your complaint.

If we have to change any of the timescales above, we will let you know and explain why.