



## Complaints Procedure

In the unfortunate event you are dissatisfied with the service Complete Accident Management UK Ltd has provided in respect of its claims management activities, our complaints procedure is detailed below.

### **What constitutes a complaint?**

An expression of dissatisfaction in relation to any of the services Complete Accident Management UK Ltd provides constitutes a complaint, whether this is oral or written.

Complete Accident Management UK Ltd is committed to providing market-leading levels of customer service and takes any unhappiness of the services provided very seriously.

All complaints, regardless of their nature, will be acknowledged and dealt with in accordance with our complaints procedure.

### **How can a complaint be submitted?**

If you have a complaint about any element of the Complete Accident Management UK Ltd service you can contact us by letter, telephone or email at:

Complete Accident Management UK Ltd  
31 Woodlands Road  
Bushey  
Herts  
WD23 2LS  
t. 020 8420 4072  
f. 020 8950 5673  
e. Jason@camclaims.co.uk

Complete Accident Management UK Ltd is registered in England & Wales at Ver House London Road, Markyate Herts AL3 8JP . Company Registration Number: 05954846

### **Complaints Procedure**

At Complete Accident Management UK Ltd we endeavour to settle all complaints at the earliest opportunity; aiming for a speedy resolution.

All investigations will be conducted by a senior person who is not directly involved in the matter, who will follow our internal guidelines aiming to settle within the target timescales.

The process will be as follows:

- We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.
- Within four weeks of receipt of the complaint we will either:

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- a) Send you a final response which adequately addresses the complaint, or;
  - b) A holding response which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.
- Within eight weeks of receiving the complaint we will send you either:
    - a) a final response which adequately addresses the complaint; or
    - b) a response which:
      - (i) explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
      - (ii) informs you that you may refer the handling of the complaint to the Legal Ombudsman if you are dissatisfied with the delay.

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

If you are still not satisfied with our response to your complaint or it is not resolved within eight weeks you may wish to refer it to the Legal Ombudsman:

The details for the Legal Ombudsman are as follows:

Legal Ombudsman  
PO Box 6804  
Wolverhampton  
WV1 9WG  
Tel: 0300 555 0333  
Email: [cmc@legalombudsman.org.uk](mailto:cmc@legalombudsman.org.uk)  
Web: <http://www.legalombudsman.org.uk>

**If your complaint is about a financial services product, it may be more appropriate to refer to the Financial Ombudsman Service who will provide guidance as to whether they can assist.**

The Financial Ombudsman Service  
Exchange Tower,  
London,  
E14 9SR

Visit: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Call: 0800 023 4567  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)