

COMPLAINT HANDLING PROCEDURE

WHAT TO DO IF YOU ARE DISSATISFIED

To ensure that we provide the service you expect, we welcome your feedback. However if you are not happy, please telephone us in order to explain your concerns. Alternatively, please see our contact details below.

Post:

Complaints Team
We Fight Any Claim Limited
Tintern House
William Brown Close
Llantarnam Park
Cwmbran
NP44 3AB

e-mail: complaints@wefightanyclaim.com

Phone: 01633 705 081

Fax: 01633 712 743

Phone calls are recorded for legal, training and monitoring purposes.

HOW WE WILL HANDLE YOUR COMPLAINT

We will acknowledge your complaint promptly in writing and tell you the name and job title of the person who is handling your complaint. We will carry out an assessment and full investigation of your complaint. As necessary, we will review all the documentation and information available to us in order to carry out a thorough and objective investigation. In some instances, we may need to ask you for further information or to provide authority for us to contact third parties.

If we can resolve your complaint within 3 business days of receipt, we will send you a written summary resolution setting out why we consider the matter closed. We will also tell you that you may be able to refer your complaint to the Claims Management Ombudsman if you later decide that you do not agree with our response.

If we cannot resolve your complaint within 3 business days, then within 8 weeks we will provide you with either a final response or a response which explains why we are not yet in a position to resolve your complaint and which indicates when we expect to be able to issue our final response. If we cannot give you a final response within 8 weeks, we will also tell you how you can take your complaint to the Claims Management Ombudsman.

www.wefightanyclaim.com

If, after reviewing your case, we find that your complaint is justified, we will acknowledge this and provide you with an apology. If we believe that you have suffered financial loss due to our actions, we may offer you financial redress or some other means of restitution.

If we do not believe that we are to blame for the cause of your complaint or if we do not consider that you have suffered financial loss as a result of our actions, we will confirm that to you in our response.

We always want to resolve any concerns you raise with us internally. However, if you are dissatisfied following our final written response, or 8 weeks have elapsed since you raised your complaint with us and you are not happy with the progress made, you can refer the matter to the Claims Management Ombudsman. This is a free, independent service for resolving disputes.

Please note that you should do this within 6 months of receiving our final response or the Ombudsman may not be able to help.

You can contact the Ombudsman Service at any time but if you contact them before you receive our final response, they will need our agreement to investigate if:

- We haven't had the chance to fully consider your complaint or
- The 8 week period for investigation by us hasn't expired

The Claims Management Ombudsman's contact details are

www.financial-ombudsman.org.uk
complaint.info@financial-ombudsman.org.uk

Tel 0800 023 4567

Claims Management Ombudsman
Financial Ombudsman Service
Exchange Tower
London
E14 9SR

The Ombudsman can investigate complaints up to 6 years from the date of the problem happening or within 3 years of when you found out about the problem but you should contact us first as set out above.

Do not send original documents to the Ombudsman. They will scan any documents you send them to make computer copies and then destroy the originals.