

## Complaints Procedure

If you feel we have failed to provide you with the expected level of service, please tell us why and where we have failed. Our Complaints Procedure follows the Legal Ombudsman, Claims Management Regulatory Unit, Claims Management Services Regulation and Complaints Handling Rules.

1. You must make your complaint in writing or e-mail. Please include your full name and address on all correspondence and provide as much information as possible about the service provided, the individuals or department involved and why you felt the service we offered did not meet your expectations. Complaints must be made in writing or by e-mail to:

**Address: UK Prestige Claims Management, Ealing House, 33 Hanger Lane W5 3HJ London**

**Email: [info@ukprestigeclaims.co.uk](mailto:info@ukprestigeclaims.co.uk)**

2. We reserve the right to decline to consider a complaint that is made more than six months after you became 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.

3. 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.

4. Within four weeks of receiving a complaint, we will send you either:

- a) 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.

5. Within eight weeks of receiving a 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.

6. 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.

7. The Legal Ombudsman investigates complaints about poor service from claims management companies. The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. If you would like more information about the Legal Ombudsman their contact details are as follows: Visit [www.legalombudsman.org.uk/cmc](http://www.legalombudsman.org.uk/cmc) Call 0300 555 0333 between 8.30am to 5.30pm [cmc@legalombudsman.org.uk](mailto:cmc@legalombudsman.org.uk)

8. The Legal Ombudsman can:

- a) use any information you provide to review your complaint;
- b) ask us to apologise, re-do work for free or refund a fee if they find we have not complied with the regulatory rules.

The Legal Ombudsman cannot:

- a) pay compensation or order compensation to be paid to you if you have lost out or have received poor service; or
- b) take regulatory action if we have not broken any regulatory rules.