

Complaints procedure

Co-operative Legal Services is committed to providing a high quality service to all our customers.

Even though this is the case, we realise that occasionally something can happen which leaves you dissatisfied. If this occurs we would like to be given the chance to resolve any problems or difficulties. We always aim to resolve such matters as soon as we can.

How to Complain

If you have a cause for complaint in respect of the claims management service we provide that is regulated by the Compensation Act 2006, then you can let us know in person, write to us, telephone us or e-mail us at:

Co-operative Legal Services
Aztec 650
Aztec West
Almondsbury
Bristol
BS32 4SD

E-mail: accidents@theco-operativelegal.co.uk Tel: 0845 266 9359

(Calls may be monitored or recorded for security and training purposes).

Our Claims Management Service Complaints Procedure

Whilst we will hope to resolve your complaint as soon as possible we may not be able to consider a complaint that is made more than six months after you became aware of the cause of the complaint. We may, at our discretion, consider your complaint outside this time limit but if we are not prepared to do so, we will write to you to let you know this.

We will send you a written acknowledgement of a complaint either electronically or by letter within five business days of the complaint being received in which we will tell you the name of the person dealing with your complaint. This person will usually be a Team Leader who has not been involved directly in the handling of your claim and will be authorised to resolve the complaint. We will also send you a copy of our Claims Management Service Complaints Handling Policy.

Within 4 weeks of receiving your complaint we will send you either:

- a) a final response adequately addressing the complaint; or
- b) a response to explain the reasons why we are unable to resolve the complaint and give you details of when we will next make contact with you.

Within 8 weeks of receiving your complaint we will send you either:

- a) a final response adequately addressing the complaint; or
- b) a response to:
 - a. explain the reasons why we are still unable to resolve the complaint, giving reasons for the delay and giving you an indication of when we expect to be able to send a final response; and
 - b. inform you that you may refer the handling of the complaint to the Claims Management Regulator if you are dissatisfied with the delay.

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

If you are not satisfied with our response, or if a complaint is not resolved after 8 weeks, you may refer the complaint to:

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

Email: info@claimsregulation.gov.uk Tel: 0845 450 6858

The Regulator can review the handling of the complaint and give a direction on further handling of the complaint. He cannot, however, determine a complaint or award compensation.

