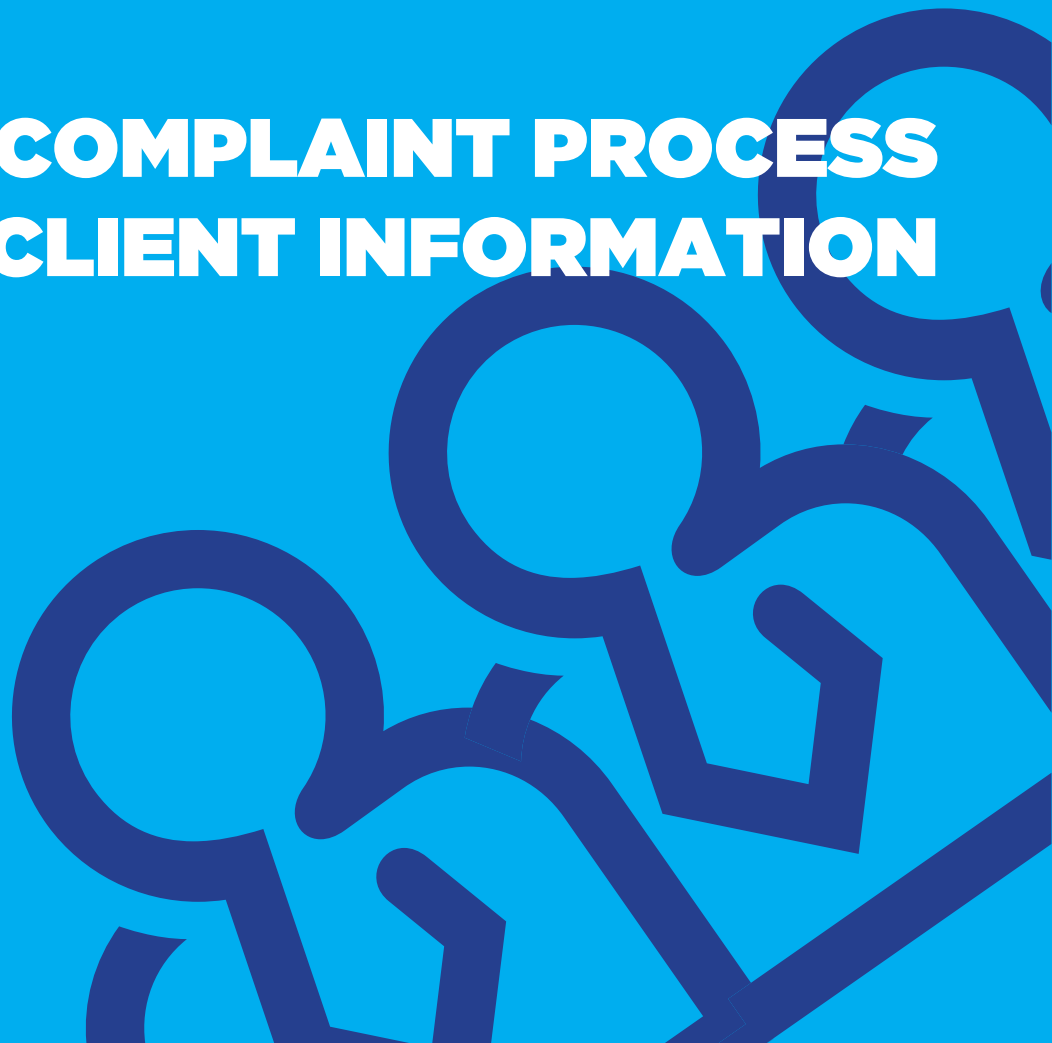




theclaimsguys

TCG COMPLAINT PROCESS CLIENT INFORMATION



The Claims Guys Ltd

How we will handle your complaint

TCG is committed to providing a high standard of service to everyone; however, we recognise that things can go wrong from time to time.

Our aim is to handle your complaint fairly, consistently and quickly. In order to do this it will help if you provide as much information as possible and tell us how you would like us to resolve the problem. If we uphold your complaint we will apologise and we will explain what went wrong. Wherever possible, we will take steps to prevent the problem happening again.

We will always attempt to resolve your complaint at the point of contact. If we have not been able to resolve your complaint immediately, we will acknowledge your complaint within five working days of receipt and will aim to provide a full response within eight weeks of the date of receipt of your complaint.

Your complaint will be investigated by our Compliance Assessor, who would not have been directly involved in the matter which is the subject of the complaint. Our Compliance Assessor will review the relevant information on our system and any information provided by you as part of the complaints investigation process. Please note that our Compliance Assessor may contact you to obtain further information, where appropriate, in order to investigate your complaint and issue you with a final response.

If you have a complaint, please contact us:

- By phone on: 0203 651 4545
- By letter or in person to:
The Claims Guys, Lynnfield House, Church Street, Altrincham, Cheshire. WA14 4DZ
- By email to: complaints@theclaimsguys.co.uk

If we are unable to resolve your complaint, or if a complaint is not resolved after eight weeks, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from claims management companies. 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.

Legal Ombudsman

PO Box 6804, Wolverhampton, WV1 9WG

Phone on: 0300 555 0333 (Lines are open 8.30am - 5.30pm Mon to Fri)

Email: cmc@legalombudsman.org.uk

Tips for complaints

- Make a note of what the problem is before you call us. Keep your notepad with you and note the date and time of your call. Note the name of the person to whom you are speaking and any other significant issues discussed within the call.
- When writing to complain, please provide as much detail as possible and enclose or attach any documentary evidence to support your complaint.
- Let us know if you are happy for us to call you to discuss the problem.
- Tell us how you would like your complaint handled.

**The Claims Guys is Regulated by the Claims Management Regulator in respect of regulated claims management activities (CRM19382)
Company Registration Number 06821134**