

How we will handle your complaint

The Claims Guys are committed to providing a high standard of service to everyone; however, we recognise that things can go wrong from time to time. If you are reading this, you may have experienced one of those unfortunate occasions, where things have not gone as you would have expected and for that we are sorry.

This document explains how we will deal with your complaint. It also tells you what you can do if you are not satisfied with how your complaint has been resolved.

Our aim is to handle your complaint fairly, consistently and quickly. In order to do this it will help if when making your complaint you provide as much information as possible regarding your concerns and tell us how you would like us to resolve the problem.

Timescales

Upon receipt of your complaint, we will send you an acknowledgement of your complaint in writing via email or post.

We endeavour to respond to all complaints as soon as possible within 8 weeks. Should we exceed this timescale, we will write to you confirming your next steps.

Our investigation

Your complaint will be investigated by one of our Compliance Assessors, who would not have been directly involved in the events that led to your 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(s) may contact you to obtain further information, where appropriate.

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.

The Financial Ombudsman Service

If your complaint is about a regulated activity, and we are unable to provide a resolution to your complaint within eight weeks, or you are dissatisfied with our response you may refer your complaint to the Financial Ombudsman Service, free of charge. Where this is relevant to you we will let you know in our final response, or the holding letter we sent to you when your complaint reaches 8 weeks old.

If your complaint falls within the jurisdiction of the Financial Ombudsman Service you must refer it to them within six months of the date of our final response, or 8 week holding letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The telephone number for the Financial Ombudsman Service is: 0800 023 4567.

Further details about the Financial Ombudsman Service can be obtained from their website at www.financial-ombudsman.org.uk.

How to contact us about your complaint

If you want to raise a new complaint, or discuss an outstanding complaint you can contact us using the methods below:

- By email to: **complaints@theclaimsguys.co.uk**
- By letter to: **The Claims Guys, Hamilton House, Church Street, Altrincham, WA14 4DR**