

Claim Angel Limited is committed to providing a high standard of service at all times.

However, we recognise that occasionally something can go wrong in the delivery of a service that leaves you dissatisfied. Should this happen we would appreciate being given the opportunity to resolve any problems or difficulties. Our aim will always be to bring such matters to a conclusion promptly and to your entire satisfaction.

What to do if you have a complaint

In the unfortunate event that you have a cause for complaint in respect of a claims management service that we have provided and that is regulated under the Compensation Act 2006 then you can contact us in person, write to us, telephone us or e-mail us.

Claim Angel Ltd

7 Water Street

Liverpool

L2 0RD

Email: info@claimangel.com.com

Tel: 0800 319 6669

Claim Angel Complaints Procedure

We want the services we provide to you to be problem free. An important part of our customer care policy is that all complaints received about any aspect of our service will be fully investigated.

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.

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 for the business. 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.

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.

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:

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 inform you that you may refer the handling of the complaint to the Claims Management Regulator if you are dissatisfied with the delay.

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.

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

Claims Management Regulator
PO Box 7824
Burton on Trent
Staffordshire

DE14 9DP

Email: info@claimsregulation.gov.uk

Tel: 0845 4506858

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