

Accident Claims Representatives Limited

Complaints Procedure

All complaints, whether written or oral, must be reported to the Company Director of Accident Claims Representatives Limited, in writing, by telephone, email or in person. The matter will be investigated impartially and the response will be sent to the client in writing.

Accident Claims Representatives
Offices above Roundbrand Windows
Winterton Road
Scunthorpe
Nth Lincs
DN15 0DH
Telephone: 01724 605000
Email: karen@acrclaims.co.uk

A client's complaint will be acknowledged in writing or by email within five business days of receipt, giving the name and job title of the individual handling the complaint, a copy of the company's formal internal complaints procedure will also be provided.

A substantive reply will be provided within 8 weeks from receipt of the complaint. The reply will, if appropriate offer a settlement or final response, which is expected to be acceptable to the complainant or alternatively, a holding response, which explains why it is not possible to resolve the complaint with indication when the company will make further contact.

Whatever the response, the complainant must also be informed that they may refer the handling of the complaint to the Legal Ombudsman if they are dissatisfied with the response or delay.

If the decision is made that redressing the situation is appropriate, the company will provide the complainant with fair compensation for any acts of omissions for which it was responsible and comply with the offer of redress if the complainant accepts.

However, if the complainant rejects the offer of financial redress or an apology, an offer to redo the work or refund a fee, then the complaint needs to be forwarded to the Legal Ombudsman who can be contacted at the following address:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

If the complainant is not happy with the company's final or holding response, the complainant has up to six months to bring the complaint to the Legal Ombudsman

Accident Claims Representatives Limited is regulated by the Claims Management Regulator in respect of regulated claims management activities. Authorisation number is CMR32091 and full details of our registration are recorded on the website: <http://www.claimsregulation.gov.uk>.