

Complaint Handling Procedure

- Complaint is made to Complaints Manager via letter, telephone, email or in person.
- Your details are immediately entered on to the Customer Complaints Register, recording the exact nature of the complaint.
- A letter of acknowledgement is sent to the Complaint detailing the action to be taken (to include complaint procedure chart). This is to be done within 5 days of the original complaint being registered no to exceed 4 weeks from the date of complaint was made.
- The complaint will be investigated thoroughly by the Complaints Manager.
- If the complaint is resolved then we shall write to the Client in duplicate, immediately informing the Client of the outcome. A copy of the letter will be required to be signed and returned as satisfied and the Customer Complaints Register will be updated accordingly. If the complaint is not resolved within 4 weeks as stipulated above, a revise target resolution date will be set. This is not to exceed 8 weeks from the date of complaint was made.
- If the Complaints Manager is still unable to resolve the complaint and the Complainant is not satisfied, then the Claims Management Regulators details will be passed to the Complainant.
- The Complaints Manager is responsible for reviewing the Customer Complaints register on a monthly basis.