

## What to do if you are a **consumer** and you have a problem with our service

Claims Justice is committed to providing you with the highest standard of service. However, if you feel the need to complain, we will do everything possible to ensure your complaint is dealt with quickly and fairly. The information provided here will show you how to:

- Make a complaint
- Contact the right person quickly
- Take further action if you are unhappy with the outcome

Please note that any complaint must be notified to us within six months of the occurrence of the event that caused the complaint.

### Our commitment to you

We will do everything we can to ensure that your complaint is dealt with quickly and fairly. The quickest way to have your complaint addressed is to follow the procedure detailed below.

### How to complain

The easiest way to complain is simply to give us a call. Depending on the nature of your complaint, please contact us on the appropriate departmental contact details below.

The member of staff receiving your complaint will try to resolve it immediately. If they cannot, or further investigation is required:

### Complaint Procedure

In expressing your complaint it is helpful to include all relevant details such as details of telephone conversation(s), email(s), people contacted and the other circumstances relating to your concern. This helps us to quickly and more fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint the Department Manager or one of his/her colleagues will acknowledge receipt in writing within 5 working days. You can normally expect a full written response within 20 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

In the unlikely event that your complaint has not been resolved within four weeks of its receipt, we will write to you explaining the reasons why and the further action we will take.

Within eight weeks of its receipt we will either issue you with a final response letter detailing the outcome of our investigation and our decision, or a letter confirming when we anticipate our investigation will be concluded.

## Contact Details

**Personal Injury:**

Complaints Department (PI)  
Claims Justice  
FREEPOST  
**Tel:** 0844 774 8001

**Other Complaints:**

Complaints Department (O)  
Claims Justice  
FREEPOST  
**Tel:** 0844 774 8001

## The Ministry of Justice (MOJ)

If you are unhappy with our decision, or if we do not complete our investigation within the specified period, you may refer your complaint to the Ministry of Justice.

Please note that if you wish to refer your complaint to the MOJ this must be done within 6 months of our final response letter. The address for the MOJ is:

**Claims Management Regulator**

57 – 60 High Street  
Burton on Trent  
Staffordshire  
DE14 1JS

**Tel:** 0845 450 6858

**Email:** [info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)