

# Referral Complaints Procedure

1. We are committed to providing a quality service. If you are not happy about our service in respect of our introductions and referrals that are regulated under the Compensation Act 2006, you can tell us of your complaint
2. Complaints may be made:-



In writing to the Customer Services Manager, Accident Line, 3<sup>rd</sup> Floor, Corinthian House, 17 Lansdowne Road, Croydon, Surrey, CR0 2BX



By email, to [solicitorservices@accidentlinedirect.co.uk](mailto:solicitorservices@accidentlinedirect.co.uk)



By fax, on 020 8730 2801



By telephone, on 0870 607 8999

Please provide your telephone number if a response by telephone would be convenient, your postal address, and email address.

3. 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 identify 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.

## What Next

4. If you complain by phone, we will try to resolve your complaint immediately. If you complain in writing or by email, we will aim to respond promptly. If we are not able to resolve your complaint by telephone or email within 24 hours, we will acknowledge your complaint in writing or by email within 5 working days of receipt.
5. 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.



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6. 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:
      - i. 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
      - ii. informs you that you may refer the handling of the complaint to the Claims Management Regulator if you are dissatisfied with the delay.
  7. 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.
  8. If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to:
9. 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.
10. Please note that if your complaint is about the service from an Accident Line solicitor after you have instructed them to proceed with a claim following your initial meeting, we will try to assist you. However, you will need to use the firm's own complaints procedure. If you remain unhappy about their handling of your complaint, you can contact Legal Complaints Service:

Claims Management Regulator  
PO Box 7824  
Burton on Trent  
Staffordshire  
DE14 9DP  
[info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)

Legal Complaints Service  
Victoria Court  
8 Dormer Place  
Leamington Spa  
Warwickshire  
CV32 5AE  
[enquiries@legalcomplaints.org.uk](mailto:enquiries@legalcomplaints.org.uk)

Telephone: 01926 820 082  
Fax: 01926 431 435