



Complaints Procedure

If *you're* not happy, *we're* not happy.

Let us know

We pride ourselves in providing first class service to all of our customers. However, if you're not completely happy about something we'd like to hear about it straight away. We can then try to put it right for you and improve our service for other customers.

We take complaints seriously and we value all customer feedback. If you want to make a complaint – whatever it's about – we'll give it our full attention and we'll make sure it's dealt with by someone with the right knowledge and experience.

What to do

If you're not happy with any aspect of our service, you can choose how you tell us about it. Whichever way you contact us, we'll start investigating straight away.

You can contact us by email:
customerexperienceteam@kindertons.co.uk

By Telephone:
0343 515 9674

In writing:
Customer Experience Manager
Kindertons Accident Management
Marshfield Bank
Crewe
Cheshire
CW2 8UY

What we'll need to know

So that we can get to the bottom of your complaint straight away we need as much information as possible. To help us do this, please try to include the following information when you contact us.

- Your contact details, including any daytime phone numbers.
- Your reference and registration
- What your complaint is about
- Any names or dates you've noted if you've already spoken to someone about this problem
- Any losses you've suffered
- What you'd like us to do to put things right

What we'll do next

We'll do our best to resolve your complaint straight away. If we can't we'll keep you updated step-by-step.

Step 1

Upon receipt of your complaint you will receive an acknowledgment your complaint has been received by telephone on the same business day the complaint was received and by letter within two business days.

You will be assigned your own complaint handler who will introduce themselves to you.

Step 2

We will commence our investigation straight away ensuring we keep you updated at each stage.

Step 3

We aim to resolve your complaint within two weeks. If for some reason we can't resolve it within this time, we'll keep you regularly updated on our progress until our investigations have concluded.

Step 4

Once we have concluded our investigations into your complaint you will receive confirmation that our enquiries are complete, and we will share our findings with you.

If you remain unhappy

You reserve the right to have your complaint heard by the Claims Management Ombudsman Service which is part of the Financial Ombudsman Service (FOS) if you remain dissatisfied with our conclusion to your complaint.

You can refer your complaint to the Claims Management Ombudsman at any time, however the Claims Management Ombudsman will only commence their investigations once we have had the opportunity to investigate the complaint and issue our final response.

The Financial Ombudsman Service rules state we have eight weeks to investigate customer complaints, however we aim to conclude our investigations much sooner than this.

Should you wish to escalate your complaint to the Claims Ombudsman Service, you can contact them using the below details:

Financial Ombudsman Service
South Quay Plaza

183 Marsh Wall
London
E14 9SR

Web address: www.cmc.financial-ombudsman.org.uk

E-mail: complaint.info@financial-ombudsman.org.uk
Phone: 0800 023 4567
FAX: 020 7964 1001

(Lines are open Monday to Friday, 9:00am – 8:00pm and Saturday 9am-1pm)