

## **Complaints SOS Limited Complaints Procedure**

What to do if you have a complaint?

We always want you to be happy with the service we provide you with, however, if at any point you become unhappy with the service our company has provided or if you have concerns with a specific issue, for example, the time it is taking, then you should inform us immediately. We will obviously aim to resolve any issue the same day, although in some cases we are unable to do this, so the procedure is set out below.

### Stage One: How to make a complaint

If you would like to make a complaint about the service or advice you have received from us please contact us and provide an outline of your concerns.

You can do this by contacting us

...in person or in writing:	Complaints SOS Limited, 10 High Street, Holywood, BT18 9AZ
...by phone:	02895 320 044
...by email:	help@complaints-sos.co.uk

### Stage Two: Acknowledging Your Complaint

We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, giving the name or job title of the individual handling the complaint for us, together with details of our internal complaints handling procedures.

We will always set out our understanding of your complaint, regardless of whether it was received in writing or verbally

### Stage Three: Investigation of Your Complaint

Your complaint will be investigated by somebody experienced and who is not connected to your complaint. In this way we can complete a fair investigation.

At this stage, we may ask you to submit copies of documentation to help us with our investigation.

#### Stage Four: Keeping You Informed

If we are not able to resolve your complaint within four weeks, we will write to you and let you know when we expect our investigation to be completed.

#### Stage Five: Resolving Your Complaint

We will always aim to resolve your complaint within eight weeks of receiving it. At the end of eight weeks we will write to you with the outcome of our investigation and advise you what to do if you are not satisfied.

#### Stage Six: What to Do If You Are Unsatisfied

We have eight weeks to consider your complaint. You must have tried resolving your complaint with us first however, if we are unable to help you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from Claims Management Companies.

Their time limits for investigating complaints are:

Within six months of receiving a final response to your complaint; and 2. Six years from the date of act/omission; or 3. Three years from when you should reasonably have known there was cause for complaint (if the act took place more than six years ago).

If you would like more information about the Legal Ombudsman their contact details are as follows:

Postal Address: Legal Ombudsman,  
PO Box 6806,  
Wolverhampton,  
WV1 9WJ

Telephone: 0300 555 0333 between 8.30am to 5.30pm.

Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls. Calls are recorded and may be used for training and monitoring purposes.

Overseas Telephone: +44 121 245 3050

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Do not send original documents to the Legal Ombudsman. They will scan any documents you send us to make computer copies and then destroy the originals.

Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) for further details.