



COMPLAINTS PROCEDURE

This document serves to publish the complaints handling procedure for Ouch Accident Claims Ltd.

The mission statement from Ouch Accident Claims Ltd is to always serve our client to the best of our ability, and we pride ourselves on delivering an excellent level of service. In the event that you feel you have not received the level of service that you expected, then I would encourage you to follow this procedure to help Ouch Accident Claims learn from our own mistakes and provide an even better level of service.

Complaints Handling Procedure:

1. **Communicating your Complaint.** Please contact Ouch Accident Claims via email, phone or post to document your complaint. Please explain clearly the reason behind your complaint
2. **Acknowledging your Complaint.** Once received, Ouch Accident Claims will endeavour to send out a written acknowledgement of your complaint within 10 working days.
3. **Investigating your Complaint.** The complaint will be investigated by the directors of Ouch Accident Claims.
4. **Responding to your Complaint.** Once investigated, one of the directors of Ouch Accident Claims will provide a written response. It is hoped that this would be within 4 weeks of receiving the original complaint (step 1 above).

Ouch Accident Claims is regulated by the Ministry of Justice in respect of regulated claims management activities. In the event that the client is not satisfied with the final decision or the actual handling of the complaint, the client is eligible to contact the Ministry of Justice. Ouch Accident Claims Ltd would be happy to supply details of the Ministry of Justice on written request.

Ouch Accident Claims Ltd - Contact Details:



By Post:

Complaints Dept
Ouch Accident Claims Ltd
2nd Floor
145 – 147 St John Street
London EC1V 4PY



By Phone:

0800 0198 138



By Email:

Complaints@ouchaccidentclaims.com or



visit www.ouchaccidentclaims.com and click on the request callback button.