

## Complaint Procedure:

The Consumer Claims Agency Ltd takes every client complaint seriously and will always endeavour to deal with them in a fair and professional manner. However, if you feel the outcome is not to your satisfaction, then please find below the details of our official complaints procedure:

1. You can register your complaint in writing to:  
The Consumer Claims Agency Ltd, 2nd Floor, Station House, Stamford New Road, Altrincham, Cheshire WA14 1EP;  
by e-mail to [info@ccagency.co.uk](mailto:info@ccagency.co.uk) or by phone to 0845 87 40 240 - clearly outlining the nature of your complaint.
2. The Consumer Claims Agency Ltd reserves the right to reject a complaint that is lodged more than 6 months after the client first became aware of the cause of the said complaint. Each case will be judged on its own merits and there may be instances where we will waive this requirement at our discretion. We will confirm in writing when a complaint has been made outside the time limit which we are prepared to consider.
3. We will reply to your complaint in writing within 5 business working days of its receipt. The said reply will contain the name of the designated member of staff handling your complaint on behalf of The Consumer Claims Agency Ltd. Wherever possible, the designated member of staff will not have been directly involved in the matter which is subject of the complaint and the same member of staff will have complete authority to settle the complaint.
4. Within a time period of four weeks from first receiving a complaint, we will send you either of the following:
  - a) A conclusive response which sufficiently addresses the complaint or:
  - b) An ongoing response, which will illustrate why we are not yet able to offer a sufficient conclusion to the said complaint. In addition, a further contact date will be given to you.
5. Within a time period of eight weeks after receiving a complaint we will send you either of the following:
  - a) A conclusive response which sufficiently addresses the complaint or:
  - b) A response which:
    - (i) explains why we are still not yet in a position to reach a conclusive response clearly outlining the reasons for the additional delay and giving an indication of when we expect to be able to provide a final response which sufficiently addresses the said complaint: and
    - (ii) Informs you that you may alternatively refer the said complaint to the Claims Management Regulator, whose details are given below.
- 6] Where we decide that redress is appropriate, we will offer you fair compensation for any acts or omissions for which we are responsible. Appropriate redress may not be financial; it may involve an apology, an offer to do the work again or the refund of a fee.
- 7] In the event you are dissatisfied with our response or if a complaint is not satisfactorily resolved after eight weeks you are entitled to refer your complaint to:

Claims Management Regulator  
PO Box 7824  
Burton On Trent  
Staffordshire  
DE14 9DP  
[info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)  
Tel: 0845 450658