

## **Complaints Policy**

**Collision Solutions** Limited is committed to providing a first class credit hire service to all our clients. If something goes wrong we need you to inform us as quickly as possible, so that we can rectify any mistakes. By advising us in such circumstances you help us to improve our standards.

## **Complaints Procedure**

In the event that you need to register a complaint, you should firstly notify the person dealing with your matter; this should be in writing, by email or telephone contact. Should you prefer not to discuss the issue with the individual dealing with your matter, please contact the Managing Director.

## **Complaints Process**

1. We shall acknowledge your complaint on the day that you notify us of your dissatisfaction. We shall advise you the name of the person who will be dealing with your complaint.
2. On the day that you register your complaint, we shall record it on our system and open a file for all communications regarding the issue.
3. Within 48 hours we shall review your complaint and we shall request any further details that are necessary to deal with your complaint appropriately.
4. We shall investigate your complaint completely and this could involve any of the following steps:
  - (i) We may ask the member of team who was involved with your case to give us their response to your complaint within 5 working days.
  - (ii) We shall then examine their reply and the information gathered from you, along with any additional information in our file. We might ask you or our employee for more information. This could take up to 3 working days from receiving their response.
5. At this juncture we shall send you a detailed written reply to your complaint. This will include proposals for resolving the matter, if the situation requires it. This will be dispatched within 3 working days of us concluding our investigation.
6. In the event that you are still not satisfied, then you will need to inform us in writing. We shall arrange for our conclusions and proposed resolution to be reviewed by an independent person within our organization by handing over the file to them. This will be completed within 5 working days.
7. The outcome of the second review will be communicated to you in writing 2 days following the end of our review. We shall write to you confirming our final position on your complaint and advising you of our reasons. We also provide you with the contact details of the Claims Management Regulator – Monitoring & Compliance Unit, 57 – 60 High Street, Burton on Trent, Staffordshire, DE14 1JS, so that if you are still not satisfied, you can contact them about your complaint. If it is necessary to change any of the procedures or timescales set out above, we advise you and supply a full explanation as to why we have deviated from the procedures.

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 of the time limit that we are prepared to consider.

Please note that in relation to the business of Collision Solutions Ltd. it is only the recommendation of personal injury claimants to solicitors which constitutes a regulated claims management activity under the Compensation Act 2006.