

Customer Relations

Customer relations are very important to us. Any complaint received is taken seriously and is dealt with in accordance with our internal complaint handling procedure which is designed to resolve any issue quickly and efficiently.

Making A Complaint

Written complaints should be addressed to:

Client Liaison Manager
Claims Helpdesk Ltd
St James Business Centre
St James Court
Wilderspool Causeway
Warrington
Cheshire
WA4 6PS

Complaints can also be sent by e-mail to: customerrelations@claimshelpdesk.co.uk, or made by telephone by calling 0161 7130155.

What happens next?

We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, alongside a copy of our complaints handling procedure. The individual responsible for handling your complaint will be identified at this point.

A response will be issued within eight weeks of receipt. This will either be a final response which adequately addresses your concern; or a response detailing why we are not yet in a position to resolve the complaint. This will advise when we intend to issue our final response. Where redress is offered we will make every effort to reasonably assess it to be an accurate reflection of any loss incurred by the consumer depending upon the nature of the complaint made. *Please note: not all redress will include financial redress.

If after eight weeks you are not satisfied with our response or the complaint hasn't been resolved, you may refer the complaint to:

Financial Ombudsman Service

Exchange Tower,
Harbour Exchange Square
Isle of Dogs
London
E14 9SR

Online: <https://www.financial-ombudsman.org.uk/contact/index.html>

Phone: **Monday to Friday** – 8am to 8pm **Saturday** – 9am to 1pm
0800 023 4567 free for people phoning from a "fixed line" (for example, a landline at home)

Please Note: The Financial Ombudsman can investigate up to 6 years from the date of the problem happening and within 3 years of you finding out about the problem. If you have received a Final Response letter from the company you are complaining about, you have 6 months from the date of that letter to bring the complaint to the Financial Ombudsman Service (FOS). The FOS is a body that investigates financial complaints about regulated firms.