

## **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 Claims Management Ombudsman. The Claims Management Ombudsman investigates problems about poor service from Claims Management Companies (CMCs).

Their time limits for investigating complaints are:

You have six months from the date of our final response to refer your complaint to the Claims Management Ombudsman. If you complain later than this, the Claims Management Ombudsman usually won't be able to help unless: the delay is due to exceptional circumstances - for example, you were seriously ill during the time you had to refer the complaint, we as the CMC didn't send a valid final response or we agree to the Claims Management Ombudsman being involved after the six-month time limit. If we don't agree to the Claims Management Ombudsman investigating a late complaint, they can look into what's happened and decide if they agree that the complaint is out of time.

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

Postal Address: Claims Management Ombudsman,  
Exchange Tower,  
Harbour Exchange,  
London,  
E14 9SR

Telephone: 0800 023 4567 (free to call on mobiles or landlines)  
(18002) 020 7964 1000 (calls using next generation text relay)  
+44 207 964 1000 (if you're calling from abroad)

Visit <https://cmc.financial-ombudsman.org.uk/> for further details.

Complaints SOS Limited is Authorised and Regulated by the Financial Conduct Authority. FCA number 829742. Complaints SOS Limited is a Limited company registered in Northern Ireland (NI648039). Registered office: 10 High Street, Holywood, Co Down, Northern Ireland, BT18