



## **AUTO LEGAL DIRECT LTD COMPLAINTS HANDLING PROCEDURE**

An expression of dissatisfaction in relation to any of the services provided constitutes a complaint, whether this is oral or written.

All complaints, regardless of their nature, will be acknowledged and dealt with in accordance with our complaints procedure

1. Complaints may be made in writing, by e-mail, by telephone or in any other form.

Auto Legal Direct Ltd  
Midland Garage  
20A Buxton Road  
Hazel Grove  
Stockport SK7 6AE  
Phone: 0161 487 2727  
Fax: 0161 483 8280  
Email: [claims@autolegaldirect.co.uk](mailto:claims@autolegaldirect.co.uk)

2. 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 the time limit that we are prepared to consider.

3. We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business. Although the complaint may be in respect of a decision which I took, I will investigate it thoroughly.

4. Within four weeks of receiving a complaint, we will send you either:  
a) A final response which adequately addresses the complaint; or  
b) A holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.

5. With eight weeks of receiving a complaint we will send you either:  
a) a final response which adequately addresses the complaint; or  
b) a response which:  
i explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and  
ii informs you that you may refer the handling of the complaint to the Claims Management Regulator if you are dissatisfied with the delay.

6. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.

**7.** In you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to –

Claims Management Regulation Unit  
Monitoring and Compliance Office  
57-60 High Street  
Burton on Trent  
Staffordshire  
DE14 1JS  
[contactus@claimsregulation.gov.uk](mailto:contactus@claimsregulation.gov.uk)

Tel: 0333 200 0110

**8.** The Regulator can review the handling of the complaint and can give a direction on further handling of the complaint. However, he cannot determine a complaint or award compensation.

Alternatively, if the complainant remains dissatisfied with our final response it may be possible to refer the matter within six months to the Legal Ombudsman.

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Tel: 0300 555 0333

[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)