

First4InjuryClaims Limited

Client Feedback and Complaint Policy

At First4InjuryClaims Limited, we are committed to providing a high quality legal service to all our clients. We value and encourage any feedback as it helps us to continually improve our service. If you do not feel that you are receiving excellent service or that any aspect of your experience could be improved, please do tell us about it so we can put it right.

What do I do if I have feedback or a complaint?

In the first instance, it would be helpful if you could discuss any feedback or complaints which you have about our service, or how it might be improved, with the handler dealing with your claim. If the handler dealing cannot resolve your feedback or complaint informally, or if the issue is of such a serious nature that you do not feel comfortable raising it with your handler, then you may escalate your issue to our Complaints Manager and Head of Legal Practice, Andrew Wild.

How do I raise a complaint under this policy?

Please can you email complaints@first4injuryclaims.com with the following information:

- why you feel dissatisfied with the service which you have received;
- how you would prefer to be contacted about your complaint, including your reference, your preferred email address and telephone number;
- if there is anything in particular which you would like us to do to resolve your complaint.

If you would prefer not to email details of your complaint, then please call 01484 955990 to discuss the issue and allow us to obtain an understanding, or you may write to Andrew Wild, First4InjuryClaims Limited, Permanent House, Dundas Street, Huddersfield, HD1 2HE.

What happens after I have raised a complaint under this policy?

We will:

- send an acknowledgement of your complaint within 7 days of receiving it and give you the name of the person who will be dealing with your complaint;
- log your complaint on our central complaints register;
- investigate the concerns and, if required, arrange a discussion with you to try to agree how to resolve the issues within 21 days of receiving your complaint;
- write to you within 28 days of receiving your complaint to confirm the outcome of this.

In exceptional circumstances it may be necessary to extend these timescales, for example, if we need to interview the handler who dealt with your claim, but we will try to agree any variations with you first. If you remain unsatisfied after 8 weeks at the latest we will always ensure that you are reminded at that time of how to make a complaint to the Legal Ombudsman.

What might be the outcome of my complaint be?

We very much regret any dissatisfaction which our clients experience and will not hesitate to apologise to you where our service has fallen below our high standards. We may also agree certain steps that will be taken to improve your situation and to ensure that any problems experienced will not reoccur.

What if I still remain unsatisfied?

If you remain dissatisfied following the outcome of your complaint, you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways:

1. The person dealing with your complaint will review the decision within 7 days, or
2. A different manager at First4InjuryClaims will be asked to review your complaint. This will be done within 14 days.

We will let you know the result of the subsequent review within 7 days of the end of the review. At that time, we shall confirm our final position to you on your complaint and explain our reasons.

Alternative complaints / dispute resolution bodies do also exist (such as ProMediate and Small Claims Mediation) which are competent to deal with complaints about legal services if we both agree to use such a scheme. If we agree to use such a scheme we will inform you when notifying you of our final response to your complaint.

Because you are a consumer rather than a business, we are required by law to notify you of your rights to complain to the Legal Ombudsman about our service.

The Ombudsman would generally expect clients to follow First4InjuryClaims internal complaints procedure first. You can find further information about the Ombudsman on the website www.legalombudsman.org.uk. You can write to the Ombudsman at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ or by email on enquiries@legalombudsman.org.uk or call on 0300 555 0333.

If you wish to raise a complaint with the Ombudsman then you should not delay bringing it to their attention once our own complaints process has concluded as there are some time limits on when this must be done. For example, normally you must raise a complaint with the Ombudsman:

- Within six months of First4InjuryClaims' own final decision on how to resolve your complaint.

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

Please note that the Ombudsman are there to deal with concerns about the level of service received. Where there are more serious concerns that a solicitor or solicitor's firm have been involved in professional misconduct then reports can also be made to the Solicitors Regulation Authority, the regulator of solicitors and solicitor firms. Obviously we do not anticipate any such problems arising and would ask that you notify Andrew Wild straight away if you have any such concerns. You can find out more about the [Solicitors Regulation Authority](http://www.sra.org.uk) including their contact details and professional conduct rules on their website: www.sra.org.uk. Information on reporting concerns can be found at: <https://www.sra.org.uk/consumers/problems/report-solicitor>