

FCLG Complaints Handling Policy

FCA Authorisation Number - 707356

Our complaints policy

We are committed to providing a high-quality service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and prevent us from making the same mistake twice.

If you have a complaint, please contact us with the details of this.

We have eight weeks to consider your complaint, if complaints relating to financial services or personal injury claims, have not been resolved it within this time you may complain to The Financial Ombudsman Service.

You can raise your complaint directly to us in any of the following ways;

Telephone: 01869 247788 (please choose the option most relevant to the nature of your complaint)

Email: info@fclg.co.uk

In writing (marked for the attention of the relevant department Manager):

Fleet Claims Administration Limited
Unit 2 Avonbury Business Park
Howes Lane
Bicester Oxford
OX26 2UA

What will happen next?

1. We will send you an acknowledgement of your complaint within five business days of receiving it.
2. We will then investigate your complaint fully and during this time we may need to contact you to gain some more information to assist in our investigation.
3. The outcome of our investigation will be communicated with you by email or letter within 8 weeks from the date of complaint being received.
4. If you are still not satisfied and your complaint relates to financial services or personal injury claims you can then contact The Financial Ombudsman Service about your complaint (contact details are below).

5. Normally, you will need to bring a complaint to the Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).
6. The Financial Ombudsman Service can be contacted in one of the following ways:

In writing:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Online:

<https://help.financial-ombudsman.org.uk/help>

Telephone:

0300 123 9 123

You can also visit their website, www.financial-ombudsman.org.uk for further information.

7. If your complaint does not relate to financial services or personal injury claims, then you can request that your complaint is escalated to a Director who will review your complaint and provide you with a final decision. To do this, please respond to the sender of the outcome outlining your wishes.
8. You will then receive a final decision within two weeks of acknowledgement.