



Complaints Policy

Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor-quality service
- When you have a problem with a member of staff

How to make a complaint

If you do not believe an issue has been dealt with appropriately and wish to make a formal complaint you can contact us in the following ways:

By email at Kelly@magna-accident.co.uk

In writing FAO Business Support Manager

Kelly Jakes
Magna Accident Services
Eco One
Highcliffe Farm
Ingham
Lincoln
LN1 2YQ

By phone on 01427 787148

Any complaint must be raised within 3 months of the occurrence and must be detailed and supported with any relevant documentation. Your complaint will be acknowledged within 5 working days of receipt when you will be advised who will be dealing with your complaint. Your complaint will then be fully investigated and a response issued within a further 15 working days when you will be sent our response.



If you are still not satisfied after you have received your response then you have the right to write to Jodi Daubney, Managing Director at the same address to review in full.

If you are not happy with our response, or if your complaint is not resolved after 8 weeks, then you can refer your complaint to the Financial Ombudsman. Normally, you will need to bring a complaint to the Financial Ombudsman within six months of receiving a final written response from us about your complaint:

Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR

Telephone: 0800 0234567

Online: [financial-ombudsman.org.uk/contact us](https://financial-ombudsman.org.uk/contact-us)

All complaints will be taken seriously and investigated thoroughly.