

Complaint Procedure



Complaints may be made by writing to: Customer Relations, Premier Financial Recoveries LLP, Unit 1 Uddens Trading Estate, Wimborne, Dorset BH21 7LQ

or by telephone on: 01202 835814; or by email: customerrelations@premierfinancial.org.uk

or in any other form in respect of a claims management service that we have provided and that is regulated under the Compensation Act 2006.

1. 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.
2. 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. Wherever possible that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.
3. 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.
4. Within 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 Legal Ombudsman if you are dissatisfied with the delay.
5. 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.
6. If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to The Legal Ombudsman.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. If you would like more information about the Legal Ombudsman their contact details are as follows:

Visit: www.legalombudsman.org.uk/cmcc

Call 0300 555 0333 between 8.30am to 5.30pm. Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines. Calls are recorded and may be used for training and monitoring purposes.

Email enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ