



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 enq@magna-accident.co.uk

In writing FAO Managing Director

Jodi Daubney
Magna Accident Services
Tillbridge Farm
Sturton-by-Stow
Lincoln
LN1 2DS

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 10 working days when you will be sent our response.

If you are still not satisfied after you have received your final response then you have the right to write again to the Managing Director to review in full.

If your complaint relates to a complaint regulated by the Claims Management Regulator (when involving a personal injury claim) and 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 Legal Ombudsman. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint:

The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

All complaints will be taken seriously and investigated thoroughly.