

Michael Arnold T/as EMPLOYMENT LAW 4 U

Complaints Handling Scheme

1. Complaints may be made in writing, by e-mail, by telephone or any other form in respect of a claims management service that I have provided and that is regulated under the Compensation Act 2006.

2. I 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 I will waive this requirement at my discretion. I will confirm to you in writing if a complaint has been made outside the time limit that I am prepared to consider.

3. I 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. Although the complaint may be in respect of a decision which I took, I will investigate it thoroughly

4. Within four weeks of receiving a complaint, I will send you either:
 - a) a final response which adequately addresses the complaint; or
 - b) a holding response, which explains why I am not yet in a position to resolve the complaint and indicates when I will make further contact with you.

5. Within eight weeks of receiving a complaint I will send you either:
 - a) a final response which adequately addresses the complaint; or
 - b) a response which:
 - (i) explains why I am still not in a position to make a final response, giving reasons for the further delay and indicating when I expect to be able to provide a final response; and
 - (ii) informs you that you may refer the handling of the complaint to the Claims Management Regulator if you are dissatisfied with the delay.

6. Where I decide that redress is appropriate, I will provide you with fair compensation for any acts or omissions for which I am responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress. 3

Claims Management Regulation – Complaints Handling Procedures Guidance Note

7. If you are not satisfied with my response, or if a complaint is not resolved after eight weeks, you may refer the complaint to –

Claims Management Regulation Unit

57 – 60 High Street

Burton–upon–Trent

Staffordshire

DE14 1JS

Telephone: 0333 200 1320

(Lines are open Monday to Friday 9:00 – 17:00)

Email: consumer@claimsregulation.gov.uk

Website: www.justice.gov.uk/claims-regulation/information-for-consumers/how-to-complain

8. The Claims Management Regulator can:

- a) use any information you provide to review your complaint;
- b) ask me to apologise, re-do work for free or refund a fee if they find I have not complied with the regulatory rules.

The Claims Management Regulator cannot:

- a) pay compensation or order compensation to be paid to you if you have lost out or have received poor service; or

b) take regulatory action if I have not broken any regulatory rules.