



Unit 10, Motherwell Business Centre, Coursington Road, ML1 1PW | 01698 767172 | info@g4claims.net

Complaints

At G4 Claims Limited we strive to provide a high standard of service, but there may be instances when you are dissatisfied with the service provided. We take all complaints seriously and invite your concerns so that we can improve our services in the future. This policy sets out the steps you should take if you wish to make a complaint.

Making a complaint:

You can make a complaint in writing, by letter, email or verbally over the phone or in person. When making a complaint you should explain the concerns you have alongside proving data such as reference numbers to enable us to locate your file. This information will allow us to investigate your concerns as soon as possible. A complaint can be lodged on the below:

Post: Unit 10, Motherwell Business Centre, Coursington Road, ML1 1PW

Telephone: 01698 767172

Email: info@g4claims.net

How we will handle your complaint:

Your complaint will immediately be assigned to Nicole Rudder who will gather all the relevant information to investigate your complaint. There may be a need to contact you. All information including relevant documents held will be reviewed.

We will acknowledge your complaint within 5 working days which include contact details, should you wish to liaise further with at any time during the investigation.

We then have 8 weeks from the date we receive your complaint to provide you with an outcome of our complaint's investigation. If after 8 weeks, we are unable to resolve your complaint, we will write to you providing an update on the progress, and let you know when we expect to be able to provide our final response. We aim to resolve the complaint within the given timescales, but if we are unable to do so, we will write to you again, providing details on the progress of your complaint. If the conclusion of our complaints investigation shows that you have received an unsatisfactory service or have suffered a material loss as a result of the services we provided, we will make proposals to put things right. If this is not the case, we will write to you setting out how we reached our decision.

You will receive a final decision letter which will provide a full account of our investigation and of our conclusion. Where we decide redress is appropriate, we will outline exactly the form of redress.

Appeal

If you are not satisfied with the outcome reached or do not agree with the conclusion of our investigation you have the right to appeal the decision. You can take your complaint directly to the Financial Ombudsman Service by letter, email or telephone. You can also take your complaint to the Financial Ombudsman Service if you do not receive an outcome within the timescale. Please note that you have 6 months to escalate your complaint to the Financial Ombudsman Service from the date of receiving your final response or of the 8-week deadline.

The address for the Financial Ombudsman is:

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

Email: complaints.info@financial-ombudsman.org.uk

Telephone: 0800 023 4567

Website: <https://cmc.financial-ombudsman.org.uk/contact-us>

