

Customer Relations

Customer relations are very important to us. Any complaint received is taken seriously and is dealt with in accordance with our internal complaint handling procedure which is designed to resolve any issue quickly and efficiently.

Making A Complaint

Written complaints should be addressed to:

Client Liaison Manager
Claims Helpdesk Ltd
St James Business Centre
St James Court
Wilderspool Causeway
Warrington
Cheshire
WA4 6PS

Complaints can also be sent by e-mail to: customerrelations@claimshelpdesk.co.uk, or made by telephone by calling 0161 7130155.

What happens next?

We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, alongside a copy of our complaints handling procedure. The individual responsible for handling your complaint will be identified at this point.

A response will be issued within eight weeks of receipt. This will either be a final response which adequately addresses your concern; or a response detailing why we are not yet in a position to resolve the complaint. This will advise when we intend to issue our final response. Where redress is offered we will make every effort to reasonably assess it to be an accurate reflection of any loss incurred by the consumer depending upon the nature of the complaint made. *Please note: not all redress will include financial redress.

If after eight weeks you are not satisfied with our response or the complaint hasn't been resolved, you may refer the complaint to:

Legal Ombudsman
PO Box 6804
Wolverhampton
WV1 9WG
Telephone: 0300 555 0333
Email : cmc@legalombudsman.org.uk
Website: www.legalombudsman.org.uk/cmc

Please Note: The Legal Ombudsman can investigate up to 6 months from the date of the problem happening or within 3 years of you finding out about the problem. The Legal Ombudsman is an independent and impartial scheme set up to resolve legal service disputes.