

Fleet Claims Administration Limited (T/A FCLG) Complaints Handling Policy

**FCA Authorisation Number – 707356
ICO Registration Number - Z7028998**

Our complaints policy

We are committed to providing a high-quality service to our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and prevent us from making the same mistake again.

The Financial Conduct Authority defines a complaint as “any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, any person about the provision of, or failure to provide, a financial service, which: alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience”

If you have a complaint, please contact us with the details so we can investigate it, and where necessary, escalate it to the correct team.

We have eight weeks to consider your complaint and if we have not resolved it within this timeframe, you may be able to complain to the Financial Ombudsman Service.

The Financial Ombudsman Service resolves complaints between financial service suppliers and consumers so your complaint may not be covered by them. If that is the case, your complaint can still be escalated further and depending on the nature of your complaint, this will either be escalated internally, with your employer or both.

You can raise your complaint directly to us in any of the following ways.

Telephone: 01869 247788 (please choose the option most relevant to the nature of your complaint)

Email: info@fclg.co.uk

In writing:

Fleet Claims Administration Limited T/A FCLG
Unit 2 Avonbury Business Park
Howes Lane
Bicester Oxford
OX26 2UA

What will happen next?

For Financial Matters or Personal Injury:

1. We will send you a letter or email acknowledging receipt of your complaint within five business days of receiving it. We may be required to escalate your complaint directly to the insurer, in which case, they will contact you to handle your complaint from that point.
2. We will then investigate your complaint fully. During this time, we may need to contact you to gain some more information to assist in our investigation.

3. The outcome of our investigation will be communicated with you by email or letter within 8 weeks from the date of complaint being received.
4. If you are still not satisfied, you can then request it is escalated. If your complaint qualifies, you may escalate your complaint to the financial ombudsman service. Details of which can be found below. If your complaint does not relate to the activities of the Financial Ombudsman, and you wish for your complaint to be looked in to again, your complaint will be escalated to one of our Company Directors.
5. For those whose complaints qualify for Financial Ombudsman investigation, you will need to bring a complaint to the Ombudsman within six months of receiving a final response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

You can contact the Financial Ombudsman in one of the following ways:

In writing:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Online:

<https://help.financial-ombudsman.org.uk/help>

Telephone:

0300 123 9 123

You can also visit their website, www.financial-ombudsman.org.uk for further information.

For all other matters:

1. Once your complaint has been received, it will be assessed and raised to the relevant manager best suited to handle your complaint.
2. Your complaint will be investigated fully. During this time, we may need to contact you to gain some more information to assist in our investigation.
3. The outcome of our investigation will be communicated with you by email within 8 weeks from the date of complaint being received.
4. If you are dissatisfied with the response, you can request that your complaint is escalated further. Depending on the nature of your complaint, we may escalate to an FCLG company director, or to your employer. The outcome of their review will be final.