



Complaints Policy

V1.3

Clarity Claims Ltd
Unit 4
101-103 Furtherwick Road
Canvey Island
Essex
SS8 7AT

E: info@clarityclaims.com
T: 01268 682596

Overview

Clarity Claims Ltd is committed to providing excellent service to our clients. We view our client's comments, suggestions, and concerns of the utmost importance.

In the unlikely event that you are dissatisfied with the service provided by Clarity Claims Ltd, please contact our Customer Support Team as soon as possible at:

Telephone: 01268 696502 and/or via email: info@clarityclaims.com

Resolution and Escalation

If the matter is not resolved to your satisfaction or you wish to submit a formal complaint at the initial stage, you can do so in writing, by e-mail, by telephone, or in any other form with regard to our regulated claims management services.

FAO Head of Compliance
Clarity Claims Ltd
Unit 4
101/103 Furtherwick Road
Canvey Island
Essex
SS8 0ES

We will acknowledge your complaint promptly and will send you a written or electronic acknowledgement of your complaint within five business days of receipt, identifying the person who will be handling your complaint.

Your complaint will be investigated by a trained member of staff who will gather the necessary recordings, documents and information to make an independent review of the incident.

Within eight weeks of receiving your complaint, we will send you either:

- 1) A final response which adequately addresses your complaint; or
- 2) A response which:
 - i. Explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
 - ii. Inform you that you may refer the handling of your complaint to the Claims Management Ombudsman at the Financial Ombudsman Service if you are dissatisfied with the delay.

Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for where we are responsible and will comply with any offer of redress that you accept. Appropriate redress will not always involve financial redress.

Complaints Policy V1.3

If for any reason you are unsatisfied with how your complaint has been handled or feel it remains unresolved, or if a complaint is not resolved after eight weeks, you may refer the complaint to the Claims Management Ombudsman at the Financial Ombudsman Service:

Claims Management Ombudsman

Exchange Tower

London

E14 9SR

Tel: 0800 023 4567

Web: <https://cmc.financial-ombudsman.org.uk/>

We reserve the right to decline to consider a complaint that is made outside the time limits for referral to the Financial Ombudsman Service. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if your complaint has been made outside the time limit that we are prepared to consider.