

COMPLAINTS PROCEDURE

- 1) Any expression of dissatisfaction will be deemed to be a complaint.
- 2) Concern about the handling of your case should, in the first instance, be discussed with the consultant allocated to you (where relevant).
- 3) If you are still not satisfied, you should contact Mr Muchie Shamuyarira, Managing Director to make a formal complaint.

SPECIAL NOTE!

Please check the terms and conditions in your contract with us and in the event of you being supported by your own insurance company, the terms of support detailed in your policy documents. You are reminded that you are liable for any shortfall in their support.

- 4) Complaint in respect of a claims management service that we have provided and that is regulated under the Compensation Act 2006 should be made by any reasonable means, for example, through a letter, telephone, email or in person):

by email to: Mr Muchie Shamuyarira; muchie@employment-rights.com

or by letter or in person to: Mr Muchie Shamuyarira
Employment Rights Services
6 Monarch Close
Rainham
Essex
RM13 8SQ

or by telephone to: Mr Muchie Shamuyarira, telephone: 01708 526 564 or
mobile: 077 2385 4713

- 5) We will send you a written or electronic acknowledgement of a complaint within **five business days** of receipt, giving the name or job title of the individual handling the complaint, together with details of our internal complaints handling procedures.
- 6) Within **eight weeks** of receiving a complaint we will send you either:
 - a) a final response and informs you that you may refer the handling of the complaint to the Legal Ombudsman, the timeframe of doing so and full contact details for the Legal Ombudsman; or
 - b) a response which:

- i) explains why we are still not in a position to make a final response giving reasons, giving reasons for the further delay and indicating when we expect to be able to provide a final response, and;
 - ii) informs you in writing that you may refer the handling of the complaint to the Legal Ombudsman if you are dissatisfied with the delay; the timeframe of doing so and full contact details for the Legal Ombudsman.
- 7) Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress that you accept. Appropriate redress will not always involve financial redress.
- 8) If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer your complaint to the Legal Ombudsman; this must be done within six months of our final response to your complaint. If you would like more information about the Legal Ombudsman their contact details are as follows:

Visit: www.legalombudsman.org.uk/cmcc

Call 0300 555 0333 between 8.30am to 5.30pm.

Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines.

Calls are recorded and may be used for training and monitoring purposes.

For minicom call 0300 555 1777

Email: cmcc@legalombudsman.org.uk

Legal Ombudsman
PO Box 6804
Wolverhampton
WV1 9WG

- 9) If the Legal Ombudsman decides that our service was unreasonable it can direct us to:
- a. apologise;
 - b. return documents;
 - c. put things right if more work can correct what went wrong;
 - d. refund or reduce your fees; and/or
 - e. award compensation of up to £50,000.