

EXPERT CHOICE UK LTD COMPLAINTS PROCEDURE

1. Receiving Complaints

- ✓ Complaint logged in complaints file
- ✓ Client Name, Address, Contact Numbers, Nature of Complaint, Date of Complaint (Expert Choice UK Ltd may decline to consider a complaint that is made more than six months after the complainant became aware of the cause of the complaint)
- ✓ Complaint assigned to individual complaints handler.

2. Responding to Complaints

- ✓ Letter/electronic response sent to complainant within 5 business days of receipt confirming complaint has been logged along with name and job title of individual handling complaint for the business together with details of the businesses internal complaints handling procedure.
- ✓ Content of response: Explanation to client that complaint is in the process of being investigated by Expert Choice UK Ltd and that they will be contacted via letter or telephone with complaint outcome.
- ✓ Anyone complaining will automatically receive a copy of Expert Choice UK Ltd complaints procedure by post or electronic email.

3. Appropriate Investigation of Complaints

- ✓ Complaint to be investigated by a person a sufficient competence who wherever possible was not directly involved in the matter which is the subject of the complaint.
- ✓ The person charged with responding to complaints to have the authority to settle complaints.
- ✓ Expert Choice UK Ltd must send within 4 weeks a final response to the complainant or a holding response which explains why it is not yet able to resolve the complaint and indicates when we will be in a position to make further contact which will be within 8 weeks of the initial complaint.
- ✓ Expert Choice UK Ltd must by the end of the 8 weeks send a final response or a response which:
 - i) explains that the business is still not in a position to make a final response and give reasons for the further delay and indicates when it expects to be able to provide a final response
 - ii) informs the complainant that he may refer the handling of the complaint to the The Claims Management Regulator if they are dissatisfied with the delay. Expert Choice UK Ltd must provide the complainant with the address, phone number and e-mail addresses of the regulator.

4. Publicising our procedures

- ✓ A copy of the Firm's Complaints procedure is available on written request or by visiting our website at www.expert-choice.co.uk.

5. Providing Redress

- ✓ If Expert Choice UK Ltd decides that redress is appropriate it will provide the complainant fair compensation for any acts of omission for which it was responsible and comply with any offer of redress which the complainant accepts.
- ✓ Appropriate redress will not always involve financial redress. It may involve an apology or an offer to re-do the work or the refund of a fee.
- ✓ Where financial redress is deemed appropriate it may include a reasonable rate of interest.

6. Complaints Records

- ✓ Expert Choice UK Ltd will maintain records of complaints which they will provide to the regulator upon request