

Complaints Policy

We always aim to provide the highest possible level of service to all our clients. However, if we have not met your expectations, or if you have a complaint about any aspect of our service, we would like to hear about it as soon as possible. We value your feedback as it gives us an opportunity to put matters right for you and improve our services for all our clients. We will endeavour to resolve any complaint that you may have at the earliest possible opportunity.

Our internal complaints procedure is designed to facilitate a quick and efficient resolution to any complaint regarding the claims management service that we have provided and that is regulated under the Compensation Act 2006.

How to complain

A complaint may be made in writing, verbally, email or in person. Where possible, please communicate a complaint in writing (by letter or by email) setting out what is causing you concern and what you would like us to do to resolve your concerns.

If you would like to complain in writing or in person, our address is:

Insito Claims
Ashley House
86-94 High Street
Hounslow
TW3 1NH

If you would like to complain by email please email your complaint to m.grubecki@insito.uk

If you would like to complain by telephone please contact us on 0208 940 0069

Complaints Procedure

Step 1 – Receipt of Your Complaint:

On receipt of your complaint our Complaints Officer will contact you to acknowledge it and may attempt to resolve the issues with you informally over the telephone if this is appropriate. If your complaint cannot be resolved in this way or if the Complaints Officer feels that a more thorough investigation is needed, your complaint will proceed to Step 2 of the complaints procedure.

Step 2 – Our Formal Response:

Whilst we aim to respond to you within 21 days, as per the guidelines set by the Legal Ombudsman, we have 8 weeks from the date that we receive your complaint to resolve it to your satisfaction. If upon receipt of our final formal response or upon expiry of the 8 week period you remain unhappy, you are entitled to refer the matter to the Legal Ombudsman whose details can be found at the

bottom of this page. However, we will always be happy to discuss the issues with you further if you wish to do so prior to taking this step.

The Legal Ombudsman will only act once all steps of our complaints handling procedures above have been followed. Further details on the Legal Ombudsman are available at www.legalombudsman.org.uk

The contact details for the Legal Ombudsman in writing are as follows:-

Legal Ombudsman
PO Box 6804
Wolverhampton
WV1 9WG

If you would like to speak to the Legal Ombudsman on the telephone, their number is 0300 555 0333.

Alternatively, for general enquiries you may email the Legal Ombudsman at enquiries@legalombudsman.org.uk