

# Complaints Handling Procedure

## Introduction

At Your Car Claims, we are committed to providing high-quality services and ensuring customer satisfaction. We understand that there may be times when we do not meet your expectations, and we welcome your feedback to help us improve. This Complaints Handling Procedure outlines how we handle complaints and ensure they are resolved promptly and fairly.

## How to Make a Complaint

### Step 1: Contact Us

If you have a complaint, please contact us as soon as possible. You can reach us through the following channels:

- **Email:** [complaints@yourcarclaims.com](mailto:complaints@yourcarclaims.com)
- **Address:** Your Car Claims, 9 Winster Avenue, Stretford, Manchester, United Kingdom, M32 9SE
- 

When making a complaint, please provide the following information:

- Your name and contact details
- Details of your complaint
- Any relevant documentation or evidence

### Step 2: Acknowledgement

We will acknowledge receipt of your complaint within 14 business days. This acknowledgement will include the name of the person handling your complaint and an estimated timeframe for resolution.

## Investigation and Resolution

### Step 3: Investigation

We will conduct a thorough investigation of your complaint. This may involve:

- Reviewing relevant documentation and evidence
- Speaking with relevant staff members
- Contacting you for further information or clarification

### Step 4: Resolution

We aim to resolve all complaints within 28 business days of receipt. If we require more time to investigate, we will inform you of the reason for the delay and provide a revised timeframe.

Once our investigation is complete, we will contact you with the outcome. This may include:

- An explanation of what went wrong
- An apology, if appropriate
- Details of any corrective actions taken
- Any compensation or remedial actions, if applicable

## Escalation Process

### Step 5: Escalation

If you are not satisfied with the outcome of your complaint, you may request that it be escalated. Please contact us and indicate that you would like your complaint to be reviewed at a higher level. Your complaint will be reviewed by a senior manager, who will conduct a further investigation and provide a final response.

## Continuous Improvement

We value your feedback and use complaints as an opportunity to improve our services. All complaints are logged and reviewed regularly to identify trends and areas for improvement. We also provide training to our staff to ensure they are equipped to handle complaints effectively and professionally.

## Contact Us

If you have any questions about our Complaints Handling Procedure, please contact us at:

- **Email:** [complaints@yourcarclaims.com](mailto:complaints@yourcarclaims.com)
- **Address:** Your Car Claims, **9 Winster Avenue, Stretford, Manchester, United Kingdom, M32 9SE**
- 

## Conclusion

At Your Car Claims, we are committed to resolving complaints promptly and fairly. We appreciate your feedback and are dedicated to continuous improvement to better serve you. Thank you for helping us maintain high standards and improve our services.