

KINDERTONS COMPLAINT PROCEDURE

If you're not happy, we're not happy.



LET US KNOW

We pride ourselves on providing first class service to all of our customers. However, if you're not completely happy about something, we'd like to hear about it straight away. We can then try to put it right for you and improve our service for other customers. We take complaints seriously and we value all customer feedback. If you want to make a complaint – whatever it's about – we'll give it our full attention and we'll make sure it's dealt with by someone with the right knowledge and experience.

WHAT TO DO

If you're not happy with any aspect of our service, you can choose how you tell us about it. Whichever way you contact us, we'll start investigating straight away.

YOU CAN CONTACT US

-  **By email:** customerexperienceteam@kindertons.co.uk
-  **In writing at the address below:**
Customer Experience Manager
Kindertons Accident Management
Marshfield Bank, Crewe, Cheshire, CW2 8UY
-  **By telephone:** 0343 515 9674

WHAT WE'LL NEED TO KNOW

So that we can get to the bottom of your complaint straight away we need as much information as possible. To help us do this, please try to include the following information when you contact us.

Your contact details, including any daytime phone numbers.

- Your reference and registration
- What your complaint is about
- Any names or dates you've noted if you've already spoken to someone about this problem
- Any losses you've suffered
- What you'd like us to do to put things right

WHAT WE'LL DO NEXT

We'll do our best to resolve your complaint straight away. If we can't, we'll keep you updated step-by-step.

Step one Upon receipt of your complaint, you will receive an acknowledgement your complaint has been received by telephone on the same business day the complaint was received and by letter within five business days. You will be assigned your own complaint handler who will introduce themselves to you.

Step two We will commence our investigation straight away ensuring we keep you updated at each stage.

Step three We aim to resolve your complaint within thirty days. If for some reason we can't resolve it within this time, we'll keep you regularly updated on our progress until our investigations have concluded.

Step four Once we have concluded our investigations into your complaint you will receive confirmation that our enquiries are complete and we will share our findings with you.

IF YOU REMAIN UNHAPPY

If you remain dissatisfied with our conclusion to your complaint regarding Kindertons services, you may reserve the right to have your complaint heard by the National Conciliation Service. Should you wish to escalate your complaint to the National Conciliation Service, you can contact them using the below details:

The National Conciliation Service, PO Box 6562, Rugby, CV21 9QP.

Web: nationalconciliationservice.co.uk/le-a-complaint | **E-mail:** contact@nationalconciliationservice.co.uk | **Phone:** 01788 538 31

FOR SPECIFIC COMPLAINT TYPES ONLY (FCA Regulated Activity Or ICO)

If your complaint is regarding a FCA regulated activity (personal injury recommendation process or the sale of an insurance product), then you can contact the Financial Ombudsman Service. Please note, that the Financial Ombudsman Service won't investigate any complaint regarding credit hire / repair services against us. You can contact them on the details below.

Financial Ombudsman Service. Exchange Tower, Harbour Exchange Square, London, E14 9SR

Web: www.financial-ombudsman.org.uk/contact-us | **E-mail:** complaint.info@financial-ombudsman.org.uk

Landline Number: 0800 023 4567 | **Contact Number:** 0300 123 9 123

If your complaint is regarding our response to a DSAR then you can contact the Information Commissions Office. Please note, that you can complain directly to the ICO in the first instance without making a complaint to Kindertons directly if you feel this is the most appropriate action. You can contact them on the below details:

Information Commissions Office. Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113 | **E-mail:** icocasework@ico.org.uk