

Claims Advice Bureau

Customer Complaints Form

Claims Advice Bureau is always seeking responses from its customers. All complaints will be thoroughly and fairly considered, dealt with in a timely manner and then used as a basis for further improvement if appropriate.

This form provides customers with a route by which they can express a complaint.

All complaints are treated in strictest confidence

Part 1 Your personal details

Your Name:

Company Name [if applicable]:

Address:

Post Code:

Telephone/Mobile No.:

Email Address:

Part 2 Your complaint or comment

Part 3 What would you consider to be an acceptable outcome?

Please send your completed form to:

Complaints Officer
Claims Advice Bureau, 5 Queen Street, Redcar,
Cleveland, TS10 1DY

or email to:

complaints@nowclaim.com

STEP 1

If you are unhappy with the way you have been treated or with the service we have provided then talk to the member of staff who is responsible or who is involved in the problem. You can do this either:

- ▶ In writing, or
- ▶ By telephone

Your problem may be resolved on the spot.

STEP 2

If you find that Step 1 did not resolve the problem, you may wish to make a formal complaint. To do this you should:

- ▶ Put your complaint in writing.

A Customer Complaint Form is attached to this document which should be completed and sent through the post.

- ▶ Send your complaint to:

Complaints Department
Claims Advice Bureau
5 Queen Street
Redcar
Cleveland, TS10 1DY
or

- ▶ Email your complaint to:

complaints@nowclaim.com

We will send an acknowledgement to you within 5 working days of its receipt, and write back to you with a full response normally within 15 working days of receiving your complaint.

STEP 3 - If you are still unhappy

If you are dissatisfied with the response you receive, you may:

- ▶ Seek independent advice through your local Citizens Advice Bureau
- ▶ Contact our regulator, The Ministry Of Justice who can advise you further