

Accident Management and Repairs

Have you been involved in a road traffic accident and used the services of a claims management company (CMC)? Are you unhappy about the service you received? If so, this may be something we can help with. Is your complaint about...

The overall service you received from the CMC? For example, a delay in the complaint, or the CMC's failure to update you?

OR

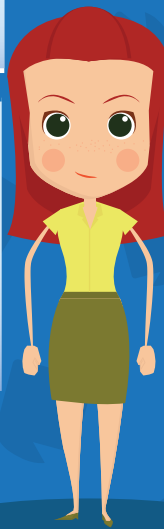
A financial element of the claim. For example, the claim not being settled properly, or a problem with your vehicle's hire agreement?

This complaint may be something that the Legal Ombudsman can help with.

This complaint may be something that the Financial Ombudsman Service can help with.

Make sure you complain to the claims management company first. Allow them eight weeks to deal with your concerns; but if you are not happy with their response, or they do not reply, then come back to us: www.legalombudsman.org.uk

Make sure you complain to the claims management company first. Allow them eight weeks to deal with your concerns; but if you are not happy with their response, or they do not reply, please contact: www.financial-ombudsman.org.uk



Remember, these processes can work alongside each other with both ombudsman schemes looking into different elements of the same complaint. The Financial Ombudsman Service and the Legal Ombudsman are separate organisations. If you have a complaint with the Financial Ombudsman Service, it will be handled completely separately to any complaint you have with us. However, don't worry, our team will tell you if we need to know anything about your complaint with the Financial Ombudsman Service.

[Here is a short video](#) showing the types of complaints we deal with.

If you have any questions then feel free to contact us:

www.legalombudsman.org.uk

cmc@legalombudsman.org.uk

0300 555 0333

LEGAL
OMBUDSMAN