

The Legal Ombudsman helps resolve complaints about the services provided by regulated claims management companies (CMCs).

People might not always recognise that a service provider is a CMC, so we thought it would help if we started with a quick explanation of what a CMC does.

In short, a CMC is a company that helps people make a claim for compensation. They provide services in a range of different areas, such as potentially mis-sold financial products and services, flight delays, personal injury or road traffic accidents, to name a few.

If you're unsure whether a company is a regulated CMC, you can check by searching the Claims Management Regulator's **Authorised Business Register**. Alternatively, contact us and we'll check for you.

Do they have to be a regulated claims management company?

Yes, we can only help if the company is regulated by the Claims Management Regulator, or was regulated at the time of providing the service.

Does the area of claim matter?

No, not for us. If you've used a regulated CMC to make a claim, and you're unhappy with their service, then we can help.

We can look at any service provided by the company relating to a claim. For example, if you've used a CMC to make a claim following your involvement in a car accident, we can look at the services it provided in relation to that claim. This might have included arranging car repairs and car hire.

Here are some examples of the types of areas that CMCs work in:



How do I complain?

We have time limits for accepting complaints, so it's important that you don't delay. For more information on our time limits and for guidance on how to complain, please [click here](#).

www.legalombudsman.org.uk

**Claims
management
companies:
can we help?**

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