



# INNOVATION CONTRACTING

## Claims Management

### COMPLAINTS PROCEDURE



INNOVATION  
CONTRACTING  
LIMITED

# COMPLAINTS PROCEDURES

**We value our clients and strive to give an excellent service. Consequently, we take any complaint seriously and it is dealt with courteously, speedily, professionally and in accordance with our complaints procedure.**



## **HOW TO MAKE A COMPLAINT?**

If you are unhappy about any aspect of our services please contact David Graham by email on [davidgraham@innovationcontractingltd.co.uk](mailto:davidgraham@innovationcontractingltd.co.uk) or by telephone on 01945 583792. Alternatively, you may visit our office or write to us at:

Innovation Contracting Limited  
Alexandra House  
Alexandra Road  
Wisbech  
Cambridgeshire  
PE13 1HQ

## **WHAT WILL WE DO?**

We comply fully with the Claims Management Regulation Complaint Handling Rules 2015, a copy of which is attached herewith.

In the event of you making a complaint about any aspect of the services we have provided you with (or failed to provide you with), we will send you a written acknowledgement of your complaint within five working days of its receipt.

We will fully investigate your complaint and will write to you within eight weeks of receiving the complaint giving our final response. Alternatively, a holding letter may be sent to you explaining why we are not in a position to give our final response and giving an indication as to when we will provide our final response.

## **WHAT IF I REMAIN DISSATISFIED?**

If you are not satisfied with our handling of your complaint or if the complaint is not resolved within eight weeks, you may refer the complaint to: Legal Ombudsman, PO Box 6804, Wolverhampton WV1 9WG. The email address is [cmc@legalombudsman.org.uk](mailto:cmc@legalombudsman.org.uk) and the telephone number is 0300 555 0333. Please note that the Ombudsman will only intervene once all steps in the Company's in-house claims procedures have been followed.

**INNOVATION  
CONTRACTING  
LIMITED**



**Contact Details:**

**Innovation Contracting Limited**

Alexandra House  
Alexandra Road  
Wisbech  
Cambridgeshire  
PE13 1HQ

**Telephone:** 01945 583792

**Email:** [enquiries@innovationcontractingltd.co.uk](mailto:enquiries@innovationcontractingltd.co.uk)

