

COMPLAINTS PROCEDURE

This is the complaints procedure for Direct Accident Management Limited and its trading names DAMS, McAMS, CAMS and EDGE. Our company and its trained members of staff are dedicated to ensuring that you get the appropriate help needed following your accident, and we do everything we can to ensure that this happens.

We aim to achieve 100% customer satisfaction and we sincerely hope that every customer has a positive experience with us. However, we urge our customers to contact us if you are not happy, so that we can help resolve the issue for you.

If you would like to make a complaint about a solicitor who has handled your claim, please raise the complaint with them, using their own complaint's handling process.

If we receive any information about a solicitor, we will forward the complaint onto the relevant solicitor for them to handle directly.

We pride ourselves on the high level of service we offer. We are a nationwide company that has operated since 1996 and a high-quality service to our clients is of utmost importance to us.

We will handle formal complaints about Direct Accident Management Ltd (or its trading names) as detailed below. We request that complaints are to be put in writing for the attention of Valentina Slater, Director, by post, email (email to complaints@directaccident.co.uk) or fax to 01695 587 865, where after it will be passed to our complaint's handler. If you call with a complaint, unless there are exceptional circumstances, we will ask you to put your complaint in writing so that we can be clear as to what you are dissatisfied with.

You will receive a written acknowledgement of the complaint within five days of receipt.

Within 8 weeks of receiving your complaint, the complaints handler will either send you a final response, or a holding response which will detail why the company is currently unable to resolve the complaint, and when you can expect to receive further correspondence from us.

Once you have made a complaint to us, we have up to eight weeks to respond. If you aren't happy with our final response, or we haven't responded within the eight weeks, you can ask the Legal Ombudsman to look at the matter. The Legal Ombudsman's contact details are as follows:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

Time Limits

Ordinarily, you can ask the Legal Ombudsman to look at your complaint if it meets the criteria below;

1. The problem or when you found out about it, happened after 5 October 2010; and
2. You are referring your complaint to the Legal Ombudsman within either of the following: Six years of the problem happening or three years from when you found out about it.