



Complaints Procedure

As per the Complaints Handling Rules 2006 provided by the Ministry of Justice EASIASSIST will handle and complaints received in the following manner.

Receiving Complaints

Complaints can be received either via telephone, post or electronically.

A complainant placing their complaint via telephone will need to be advised that we will also require written notification of the complaint.

All written complaints received either by post or electronically will be acknowledged in 5 working days.

Responding to Complaints

Upon receipt of complaints as a company we will respond within 5 business days of receipt, giving the name and job title of the individual handling the complaint for the business, together with details of the business's internal complaints handling procedure.

As a company we will endeavour to deal with your complaint in a swift and effective manner.

EASIASSIST will always try to settle any disputes within 4-6 weeks.

Should we be unable to resolve your complaint within 4 weeks we will update you as to how your complaint is progressing and what steps we are taking to deal with your complaint appropriately.

All responses to complaints will be written and posted, unless the complainant requests a response specifically via email.

Investigating Complaints

The Investigation of complaints will vary depending on the nature of the complaint.

Should the complaint be in regards to staff we will endeavour to review all correspondence between the individual and the complaint.

Should the complaint be in regards to the vehicle, it will be discussed with the relevant depot.

Further Reading:

www.easiassist.com/docs/Claims_Management_Services_Regulation.pdf