

**Complaints Policy**

We hope you never have to complain about Soter Professional Services Ltd however if you do please find below our complaints procedure.

1. Complaints may be made in writing, by e-mail, by telephone or any other form in respect of claims management service that we have provided and that is regulated under The Compensation Act 2006.
2. We reserve the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm for you in writing if a complaint has been made outside of this time limit that we are prepared to consider.
3. We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint. Wherever possible that person will not have been directly involved in the matter which is the subject of the complaint and will have authority to settle the complaint.
4. Within **eight weeks** of receiving a complaint we will send you either:
  - a. A final response which adequately addresses the complaint; or
  - b. A response which:
    - i. Explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
    - ii. Informs you that you may refer the handling of the complaint to the Legal Ombudsman if you are dissatisfied with the delay.
5. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.
6. If you are not satisfied with our response, or if a complaint is not resolved after **eight weeks**, you may refer the complaint to the Legal Ombudsman whose contact details are as follows:

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

**Tel:** 0300 5550333

**Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

**e-mail:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### **Timescales**

Ordinarily, you can ask the Ombudsman to look at your complaint if it meets all three of the conditions below.

1. The problem or when you found out about it, happened after 5<sup>th</sup> October 2010; **and**
2. You are referring your complaint to the Legal Ombudsman within either of the following:
  - Six years if the problem happening; **or**
  - Three years from when you found out about it; **and**
3. You are referring your complaint to the Ombudsman within six months of our final response.