

Providing excellence and expertise in automotive and mechanical assessment for over 30 years

Complaints Procedure

The **FCA** defines a **complaint** as: 'Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the firm's provision of, or failure to provide, a financial service.'

Customer complaints or service failure notifications will be logged in our documented complaints procedure and managed by our Customer Services Team, as part of our quality environment programme.

All complaints referred to us will be allocated with an individual case number and an acknowledgement will be sent by email to the notifier or designated department.

The Customer Services Team will be responsible for investigating the complaint, determining the cause and providing a resolution report identifying areas for action and / or process improvement.

A formal written response, including a summary of the issue and actions required will be provided, together with details of the timescales anticipated to resolve the complaint. The complaint log will be updated accordingly until resolution or agreement has been reached and the case marked as closed.

All complaints received will be overviewed by the Managing Director on a monthly basis and analysed for trends by category and customer. Every incident will be investigated thoroughly and resources allocated to ensure that any process failings are rectified and a full procedure audit process undertaken to ensure robust application of any amendments required.

Any deficiencies or issues highlighted by Northern Assessors internal staff will be recorded as Quality Improvement Requests, investigated thoroughly and appropriate corrective / preventative action taken.

Complaints Procedure Outline and KPI's

1. Complaints should be submitted by email or in writing. In principle, complaints received that are more than 6 months old will not be accepted, unless accompanied by a significant level of support information.
2. We will acknowledge your complaint within 2 working days of receipt and provide details of the case reference number and the Customer Service Team member who has been allocated to your case.
3. Any expression of dissatisfaction is immediately referred to Admiral Insurance who may choose to respond to you directly
4. Within 7 days of receipt of your complaint we will provide you with a substantive progress update, including details of actions planned or being taken.

5. Within 4 weeks of receipt of your complaint we will either provide you with a final response or advise you of any unavoidable delays. We will also confirm what has caused the delay and indicate wherever possible the timescale anticipated to provide you with a final response.
6. In the event that the complaint is upheld against the direct actions of Northern Assessors, we will seek to agree fair compensation on a 'Without Prejudice' basis.