

# EXCLUSIVE LAW COMPLAINT PROCEDURE

*We're not happy until you are.*

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## CONTACT US

We pride ourselves in providing first class service to all our clients however we understand that sometimes things can go wrong. If you are unhappy with the service you have received from us, we would like to hear about it straight away.

We take all client feedback seriously and we promise to investigate your complaint thoroughly.

## HOW TO CONTACT US



**By email:** [ComplaintsTeam@ExclusiveLaw.co.uk](mailto:ComplaintsTeam@ExclusiveLaw.co.uk)



**By telephone:** 0161 711 1171



**In writing:** **Head of Customer Experience**  
**Exclusive Law**  
**Second Floor, St. Georges House**  
**56 Peter Street**  
**Manchester**  
**M2 3NQ**

## WHAT WE NEED FROM YOU

To assist us please provide as much information as possible:

- (1) Your claims reference number and vehicle registration number.
- (2) What your complaint is about.
- (3) What you would like us to do to put things right.

## THE COMPLAINTS PROCESS

### STEP ONE

We will attempt to resolve your complaint as quickly and efficiently as possible. We will speak with all relevant parties and attempt to resolve the problem within 3 business days.

### STEP TWO

If we have been unable to resolve your complaint within 3 business days your complaint will be escalated to the next stage.

### STEP THREE

If your complaint is escalated to the next stage a more senior individual will take over the complaint investigation.

### STEP FOUR

Once we have concluded our investigations into your complaint you will receive a final response which will outline your complaint, our investigation and the outcome.

**IF YOU REMAIN UNHAPPY**

In the unlikely event you remain unhappy once we have issued our final response you have the right to escalate your complaint to the Legal Ombudsman Service using the contact details below:

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

**Call:** 0300 555 0333 (between 10am to 4pm)

**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**Write:** Legal Ombudsman Service, PO BOX 6167, Slough, SL1 0EH