

## **Claims Management Services Complaints Procedure**

1. Any complaints received from a complainant will be treated very seriously and HPC will try to ensure that all clients are pleased with the service we provide.
2. Complainants will be dealt with courteously and promptly so that the matter is resolved as quickly as possible.
3. As a Sole Proprietor, Roger Panton will deal with any complaint about the service which HPC provides.
4. A complainant may complain by telephone, email, and letter or in person. We will listen to their complaint and acknowledge the complaint in writing or electronically and enclose a copy of this document as soon as possible, normally within five business days. Responses will adequately address the subject matter of the complaint and, where a complaint is upheld, a redress will be offered.
5. Within four weeks of receiving a complaint HPC will send the complainant either a final or a holding response which explains why we are not yet in a position to resolve the complaint, at the same time explaining why HPC will make further contact within eight weeks of receipt of the complaint.
6. By the end of the eight weeks after receiving the complaint, HPC will send the complainant either a final response or a response which:
  - a) Explains that HPC is still not in a position to make the final response, with reasons for the further delay and with an indication when we expect to be able to provide a final response and
  - b) Informs the complainant that s/he may refer the handling of the complaint to the Claims Management Regulator if s/he is dissatisfied with the delay.
7. In making a final response or if a complaint is not resolved after eight weeks, HPC will indicate to the claimant that if s/he is not satisfied s/he may refer the handling of the matter to the Claims Management Regulator. HPC will also pass on to the complainant the address, phone number and email address of the Regulator.



**Heron Panton Consulting**  
Mediation and HR Support

**13 Hyde Park Gardens, Winchmore Hill, London N21 2PN**  
**[www.heronpanton.co.uk](http://www.heronpanton.co.uk)**    **Email: [rp@heronpanton.co.uk](mailto:rp@heronpanton.co.uk)**  
**Phone/fax: 020 8364 2206    Mobile: 07901978430**

**Roger Panton is regulated by the Ministry of Justice in relation to Claims Management activities.**

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