

## **Elite Accident Assistance Ltd: Customer Complaint Policy**

Our objective is to provide a high standard of service to you at all times. However, we recognise that things can go wrong occasionally and, if this occurs, we are committed to resolving matters promptly. If you find that you wish to make a complaint, please notify us in accordance with the following procedure.

### **If your complaint concerns our service**

If you wish to make a complaint about the service we have provided, (including information or documentation we have issued to you), and services provided by our approved repairers please contact us by writing to:

Customer Relations  
Elite Accident Assistance Ltd  
149 Preston Road  
Brighton  
BN1 6AS  
Telephone number: 0844 372 2244  
Email: [info@eliteaa.co.uk](mailto:info@eliteaa.co.uk)

Please quote our reference number, and, where possible, enclose copies of all relevant correspondence.

- Within 5 working days of receiving your complaint, we will write to you acknowledging receipt of your complaint and provide details of who is dealing with your complaint.
- Within four weeks of the date we received your complaint we will either respond to you in writing or if we are unable for any reason to respond, we will write to you explaining why and outlining when we anticipate being able to respond.
- In any event, within eight weeks of the date we received your complaint we will respond to you in writing or if we are unable for any reason to respond, we will write to you explaining why and outlining when we anticipate being able to respond.

If for any reason you remain dissatisfied with the response you can write to the Claims Manager at the above address outlining the reasons for your dissatisfaction.

- The Claims Manager will acknowledge your letter within five working days of receipt.
- The Claims Manager will respond within two weeks from the date your letter is received.

### **What happens if we cannot resolve your complaint?**

If you remain dissatisfied with our response to your complaint, you may, within six months of the date of our final response letter, refer the matter to:

### **If your complaint relates to a service provided by Elite Accident Assistance Ltd on behalf of your insurer:**

The Financial Ombudsman Service who will independently investigate your complaint and be contacted at the following address:

Financial Ombudsman Service  
South Quay Plaza, 183 Marsh Wall  
Docklands  
London E14 9SR  
Telephone number: 0845 080 1800  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### **If your complaint relates to a service provided by Elite Accident Assistance Ltd on your behalf:**

The Chief Executive who will independently investigate your complaint and can be contacted at the following address:

Elite Accident Assistance Ltd  
149 Preston Road  
East Sussex  
BN1 6AS  
Telephone number: 0844 372 2244  
Email: [info@eliteaa.co.uk](mailto:info@eliteaa.co.uk)

### **If your complaint relates to a Personal Injury Claim:**

The Claims Management Regulator who will independently investigate your complaint and can be contacted at the following address:

The Claims Management Regulator  
PO Box 728 Burton on Trent  
Staffordshire  
DE14 9DP  
Telephone: 0845 450 6858  
Email: [info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)