

## **Complaints Procedure**

Elsworth take our client views very seriously, therefore we try to deal with any complaints immediately and in a fair and transparent manner, however if you are not happy with the outcome here are details of our official complaints procedure also available at [www.elsworth.co.uk](http://www.elsworth.co.uk).

You can complain to us outlining the reason(s) for your complaint:

- In writing to:

Elsworth Associates  
115 Dylan Harvey Business Centre,  
Centurion Park  
Davyfield Road  
Blackburn  
BB1 2QY

- By email to: [feedback@elsworth.co.uk](mailto:feedback@elsworth.co.uk)
- By telephone to: 01254 368747

1. We reserve the right to decline to consider a complaint that is made more than 6 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 to you in writing if a complaint has been made outside the time limit that we are prepared to consider.
2. We will acknowledge your complaint within 5 business days of receipt, identifying the person who will be handling the complaint for the business. 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.
3. Within four weeks of receiving a complaint, we will send you either a final response which adequately addresses the complaint; or a holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.
4. Within eight weeks of receiving a complaint, we will send you either a final response which adequately addresses the complaint; or a response which 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 informs you that you may refer the handling of the complaint to the Claims Management Regulator 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. Appropriate redress may not be financial; it may involve an apology, an offer to redo the work or the refund of a fee.

If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to:

### **Claims Management Regulator**

57-60 High Street  
Burton upon Trent  
Staffordshire  
DE14 1 JS  
[info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)  
**Tel:** 0845 450 6858

The Regulator can review the handling of the complaint and can give a direction on further handling of the complaint; however, he cannot determine a complaint or award compensation.