

	<p>U-Drive Limited 48-56 Old Wareham Road, Parkstone, Poole, Dorset. BH12 4QR Telephone 0844 880 6990 Fax 0844 880 6995 Email claims@u-drive.co.uk</p>
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How to make a complaint?

Please write to:

Mr Richard Sutton at the address above, who will respond to your complaint within 5 working days to confirm receipt of your claim.

Customer Service

- Our aim is to get it right, first time, every time. If we make a mistake, we will try to put it right promptly.
- If you are unhappy with the service that has been provided, you should contact us at the address below.
- We reserve the right to decline to consider a complaint that is made more than six 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.
- We will always confirm to you, within five working days, that we have received your complaint, identifying the person that who will be handling the complaint on behalf of U-Drive. Wherever possible, that person will not have been directly involved in the matter which is the subject of complaint, and will have authority to settle the complaint.
- Within four weeks you will receive either a final response or an explanation of why the complaint is not yet resolved plus an indication of when a final response will be provided.
- Within eight weeks you will receive a final response or, if this is not possible, a reason for the delay plus an indication of when a final response will be provided.
- After eight weeks, if you are not satisfied with the delay you may refer your complaint to:

Claims Management Regulator
PO Box 7824
Burton on Trent
Staffordshire
DE14 9DP
info@claimsregulation.gov.uk
Telephone 0845 450 6858

- The Regulator can review the handling of the complaint and can be give a direction on further handling of the complaint. However he cannot determine a compliant or award compensation
- You can also be able to refer to the Financial Ombudsman Service if you cannot settle your complaint with us.