

## Albany Assistance and the Compensation Act

Albany Assistance Ltd is regulated by the Ministry of Justice (registration number CMR2170) in respect of claims management activities specifically relating to personal injury claims; its registration is recorded on [www.claimsregulation.co.uk](http://www.claimsregulation.co.uk)

The regulated activities consist of:

- advertising for, or otherwise seeking out (for example, by canvassing or direct marketing), persons who may have a cause of action
- advising a claimant or potential claimant in relation to his claim or cause of action
- referring details of a claim or claimant, or a cause of action or potential claimant, to another person, including a person having the right to conduct litigation
- investigating, or commissioning the investigation of, the circumstances, merits or foundation of a claim, with a view to the use of the results in pursuing the claim
- representation of a claimant (whether in writing or orally, and regardless of the tribunal, body or person to or before which or whom the representation is made)

Should you wish to make a complaint in respect of any of these activities please follow the Complaints Procedure detailed below.

### Complaints Procedure

1. Complaints may be made in writing, by e-mail, by telephone or in any other form in respect of a claims management service that we have provided and that is regulated under the Compensation Act 2006.
2. 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.
3. We will send you a written or electronic acknowledgement of a complaint within five 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.
4. Within four weeks of receiving a complaint, we will send you either:
  - a. a final response which adequately addresses the complaint; or
  - b. 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.
5. With eight weeks of receiving a complaint we will send you either:
  - a) a final response which adequately addresses the complaint; or
  - b) a response which:
    - i. 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

ii. informs you that you may refer the handling of the complaint to the Claims Management Regulator if you are dissatisfied with the delay.

6. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.
7. In 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  
PO Box 7824  
Burton on Trent  
Staffordshire  
DE14 9DP

[info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)

Tel: 0845 4506858.

8. 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.