

COMPLAINTS PROCEDURE – Strax Capital Legal Ltd (“The Company”)

23.1 As a claims management company, regulated by the Claims Management Regulator in respect of regulated claims management activities, the Company aims to provide a service which is fair, clear and professional. If the Client believes that the Company has not met these standards, then the Client is entitled to lodge a complaint against the Company.

The Company operates a complaints procedure which follows the Complaint Handling Rules laid down by The Claims Management Regulator (CMR).

Complaint Process:

23.2 The Client needs to inform the Company by telephone, fax, email or post when the Client becomes aware of their complaint.

23.3 **Within 5 working days** of the complaint being received, the Company will send the Client an acknowledgement of their complaint by email, fax or post. This will identify the person dealing with the Client’s complaint, who will have the authority to settle the matter with the Client or offer redress. Where possible, and to ensure impartiality, this person will not have been involved in the matter under investigation.

23.4 **Within 4 weeks** of the Company receiving the complaint the Client will be sent either a) a final response letter to the Client’s complaint or b) a holding response, which explains why the Company is not yet in a position to resolve the complaint. The letter will indicate when the Company will next make contact

23.5 **Within 8 weeks** of the Company receiving the complaint, the Client will be sent either a) a final response letter to your complaint or b) a response which:

- i) Explains that we are still not in a position to make a final response, gives reasons for the further delay and indicates when we will make further contact with the complainant
AND
- ii) Informs you that you may refer the handing of the complaint to the Legal Ombudsman if you are dissatisfied with the delay.

Where redress has been deemed appropriate, we will provide the customer with fair compensation for any acts or omissions for which we were responsible.

This redress may not necessarily be financial: we may refund the fee, issue an apology or offer to re-process your claim.

23.6 Please note: under the Complaint Handling Rules issued by The Claims Management Regulator, we reserve the right to decline a complaint which is made more than 6 months from when the complainant first became aware of the cause of the complaint.

How to complain:

You can contact us by post, by telephone or email.

Strax Capital Legal Ltd
797 Harrow Road
Wembley
Middlesex
HA0 2LP
0203 151 7150 (tel)
info@straxcapital.com (E)

After 8 weeks you can refer the matter to the Legal Ombudsman:

Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ or enquiries@legalombudsman.org.uk or telephone 0300 555 0333.