

COMPLAINTS PROCEDURE

In the unfortunate event you are dissatisfied with the service EasiDrive has provided in respect of its claims management activities, our complaints procedure is detailed below.

COMPLAINTS

We understand we don't always get things right every time and sometimes customers will feel it necessary to complain. We take every complaint we receive from a customer very seriously; logging, investigating, resolving and reporting back to customers where our service has not met our usual high standards.

On this page we have provided contact details should you wish to report a complaint, details of our complaints process as well as other helpful information about timings and the regulatory bodies that oversee our complaints process.

HOW TO MAKE A COMPLAINT

We deal with all customer complaints in a fair and prompt way. Complaints can be made verbally, in writing, via telephone, email or post

To raise a complaint with us please:

Write to..

The Customer Experience Manager
EasiDrive
New Acre House
Shentonfield Road
Manchester
M22 4RW

Call us on..

0345 8000 800

Or Email us at..

complaints@easidrive.com

HOW OUR COMPLAINT PROCESS WORKS

We find most complaints can be resolved by speaking directly to the manager of the team responsible for your claim. We will aim to resolve your complaint as soon as possible, normally within three business days, at which point we will send you confirmation in writing that your complaint has been resolved. On occasions we will require a bit longer to resolve your complaint and in this case we will send you an acknowledgement letter telling you when we hope to reach a decision. We will then continue to keep you updated on our progress.:

We will try to resolve the problem and provide an answer within four weeks. In some cases it may take us more than four weeks – but we will advise you of any further time we require – and you will receive a full and final response within eight weeks of the original complaint being made. The response will either:

Uphold your complaint; telling you why and what action we intend to carry out to put this right for you or..
If we do not uphold your complaint, we will explain our reasons for doing so
Inform you whether you are now entitled to refer the complaint to the Financial Ombudsman Service (“FOS”)

IF YOU REMAIN UNHAPPY

Complaints where we have managed your claim pursuant to your policy of insurance, legal expenses, and excess protection policies may be referred to the Financial Ombudsman

Details of their services can be viewed here:

Financial Ombudsman

Referring complaints to the Financial Ombudsman Service

Should you still not be satisfied by our final response you may be entitled to refer your complaint to the Claims Management Ombudsman for its consideration.

The Claims Management Ombudsman offer an Alternative Dispute Resolution Service (ADR) to consumers for matters related to issues with the initial contact, where we have managed your claim pursuant to a policy of insurance, sale of legal expenses, and excess protection policies. Details of their services can be viewed here:

Claims Management Ombudsman
Claims Management Ombudsman complaints

You may wish to contact the Claims Management Ombudsman Service directly online or by telephone on 0800 0234567 (free to call on mobiles and landlines) or +44 207 964 1000 (if you are calling from abroad).

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