

Connect Legal Ltd  
Complaints Procedure

Connect Legal Limited is committed to meeting the highest quality standard in the delivery of the services we provide to our clients. We take any problems that do arise with clients very seriously indeed and aim to ensure that any complaints clients may have are identified quickly and dealt with thoroughly in accordance with this procedure.

We strongly urge all clients to read this complaints procedure very carefully before submitting your complaint. It is very important that we identify the type of your complaint immediately so that we can provide the appropriate response.

If your complaint relates to a matter involving alleged cold-calling, we would ask that you complete Form 1 which can be accessed from the main page. (We would ask that you carefully consider the terms and conditions relating to this process as if we are able to demonstrate that your complaint is not valid, we reserve the right to charge an administration fee for the work we carry out investigating your complaint).

It is imperative that all of the fields are completed so that we can deal with your complaint promptly and to your satisfaction. We apologise for the need for such comprehensive information but we request this now so that you are able to raise your complaint and then we can respond without having to request further information from you.

If your complaint relates to the level of service that you have received from our company, the service received from our panel solicitors or other services providers then please complete Form 2, which is accessible from the main page.

If you are not satisfied with our response to your complaint, we will refer you to the Claims Management Regulator. The Claims Management Regulator is an independent organisation established by the Department for Constitutional Affairs to deal with complaints against regulated Claims Management Companies. The Claims Management Regulator is a professional body which has powers and responsibilities to ensure that all Claims Management Companies observe proper standards of behaviour and provide professional services of an adequate standard.

Before it will consider a complaint, the Claims Management Regulator generally requires that the firm's internal Complaints Procedure has been exhausted. If the Claims Management Regulator is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further.