



Infinity Claims Management

Here at Infinity Claims Management, Customer Service is something we are proud of and strive to maintain and improve this at all times. We take any complaints received very seriously and will deal with complaints in a professional manner in accordance with our internal complaints procedure.

Every client has a right to make a complaint to Infinity Claims Management.

How do I make a complaint?

By phone (0845 860 9656), letter to address below, or by email to martyn@infinityclaims.co.uk

Infinity Claims Management Ltd

4 Barn Meadow

Winnington

Northwich

CW8 4XD

What happens next?

On making a complaint, you will receive an acknowledgment by either email or in writing within 5 working days of receipt.

Your complaint will be investigated fully, and a full and final response will be issued within 8 weeks.

If, after 8 weeks, we are not in a position to issue a final response we will provide reasons for the delay and indicate when we expect to be able to issue a final response.

If we do not hear from you within 14 days of receiving our response, we will assume that your complaint has been resolved.

I am still not satisfied with the response – what can I do?

If we are unable to resolve your complaint, or if a complaint is not resolved after 8 weeks, then you can have a complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from Claims Management Companies.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening and within 3 years if when you found out about the problem.

Infinity Claims Management Limited is authorised and regulated by the Financial Conduct Authority under temporary permission 830862



Infinity Claims Management

If you wish to refer your complaint to the Legal Ombudsman, this must be done within six months of our final response to your complaint.

If you would like more information about the Legal Ombudsman, please see their details below:

Legal Ombudsman

PO Box 6804
Wolverhampton
WV1 9WG

Telephone: 0300 555 0333 (between 8.30 am and 5.30 pm)

Website: www.legalombudsman.org.uk/cmc

Email: CMC@legalombudsman.org.uk

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Registered in England and Wales. Company No 11374412 Registered address: 4 Barn Meadow, Winnington, Northwich.
CW8 4XD
Tel: 0845 860 1956