



# First Tier Complaints Procedure



PIC's Complaints Policy complies with the Cost Lawyers Standards Board (CLSB) requirements on complaints handling for a legal costing company.

PIC implements and adheres to a First-Tier complaints procedure as follows:

## SCOPE

PIC takes the view that the professional and effective handling of complaints and issues is an opportunity to develop improvements and learn from mistakes.

Complaints and issues can be raised formally or informally, in each case the issues will be thoroughly reviewed to ensure operational processes and procedures are continually improved.

PIC aim to review each incident promptly and impartially and will demonstrate a consistency across the complaints process to assist with providing a fair and timely response.

## DEFINITION OF COMPLAINT

A complaint is any expression of dissatisfaction made either by a Client or any Professional having dealings with PIC. A complaint may be made either verbally or in writing and can include, but is not limited to, the standard of service, actions or lack of action by the Company or its staff, affecting a Client or other Professional who has dealings with PIC.

## RESPONSIBILITIES

The Customer Service and Compliance Coordinator is responsible for the coordination of the Complaints Process. The Customer Service and Compliance Coordinator is responsible for overseeing the process of monitoring and reporting the progress of the complaint and any responses made.

## PROCESS FOR COMPLAINT HANDLING

Complaints should preferably be in writing, addressed to the Customer Service and Compliance Coordinator signed by the complainant, complete with address. These should be posted to Robson House, Regents Terrace, Doncaster, DN1 2EE

Emailed communications are welcomed and we would ask that these be addressed to Customer Service and Compliance Coordinator, [complaints@picosting.co.uk](mailto:complaints@picosting.co.uk).

Telephone and verbal complaints will be entered into the Complaints System, but wherever possible, should be confirmed in writing. Anonymous complaints should also be recorded and assessed and action taken where necessary.

Complaints must be raised to PIC's Customer Service team within one year from when the issues first occurred or when the complainant should reasonably have become aware of the problem

## TIMELY RESOLUTION

PIC will provide a response to a complainant within 5 working days of receipt of the complaint. If the complaint is of a complex nature, PIC reserves the right to adhere to the CLSB advisory timescale of 8 weeks, however the complainant will be clearly informed of this.

In the event the complainant is not satisfied with the outcome of the complaint, or the complaint has not been resolved within the 8 week period allowed by the CLSB, then the complainant has the right to refer a service complaint to the Legal Ombudsman within 6 months of the last response on the complaint.



In the event the complainant is not satisfied with the outcome of the complaint, or the complaint has not been resolved within the 8 week period allowed by the CLSB, then the complainant has the right to refer a conduct complaint to the CLSB:

- A) Within 12 months from the date on which the matters giving rise to the complaint occurred, or;
- B) Within 12 months from the date in which the complainant first became aware that they had grounds for the complaint.



## APPENDIX 1



