

BABTAC COMPLAINTS POLICY

This document sets out our Complaints Policy and Procedure and is aimed at our Members, Accredited Centres and all interested parties who encounter a direct or indirect service from BABTAC. It is important that you raise any concerns you may have with us immediately so that we may address them.

We are committed to providing high quality services to all our customers. This includes having a transparent complaints procedure which is open to anyone who feels that a high quality service was not delivered. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us by emailing enquiries@babtac.com

Alternatively, you can write to us at the address shown below:

BABTAC Ltd
C3 & c4 Spinnaker House
Spinnaker Road
Gloucester
GL2 5FD

What will happen next?

We will acknowledge receipt of your complaint within seven days of receiving it.

We will then investigate your complaint. This will normally involve passing your complaint to the relevant department who will review your matter and speak to the member of staff who acted for you. In some cases, it may be necessary to invite you to attend a meeting or to discuss the matter in more detail over the telephone.

We aim to resolve all complaints as quickly and as fairly as possible. After carefully considering your complaint, we will write to you with the suggestions for resolving the matter within 28 days of receiving the initial complaint. If you are still not satisfied, you should contact us again and we will consider any other possible resolutions.

If after all possible resolutions have been considered, you are still not satisfied, you can contact the relevant ombudsman (see below) or contact your local Trading Standards office.

For specific insurance related complaints:

Financial Ombudsman

Exchange Tower
Harbour Exchange
London
E14 9SR