

**Flight Delays**  
**GUIDELINES FOR HANDLING YOUR COMPLAINT**  
**We take your complaint seriously.**

This document sets out our procedure for dealing with Complaints against Flight Delays.

Flight Delays is a trading name of FDCO Ltd.

If you are complaining about something relating to our panel solicitors, you should Contact them directly as they have their own separate complaints procedure.

**Why we take your complaint seriously:**

We want to provide an efficient service.

If we have let you down we want the opportunity to make amends and put things Right. If we think that we haven't let you down, we would like the chance to explain matters to you.

**Our objective:**

Our objective is to deal with your complaint as simply, quickly, fully and fairly with your complaint as possible, hopefully proving you with a practical solution to your problem. If we do not agree with your complaint, we will say why and give you the opportunity to respond further.

**Where to send your complaint**

Please put your complaint in writing. Please mark it 'complaint' and quote our reference. Please send it by:

Post- Complaints Manager, Flight Delays, 84 Bolton Street, Bury, BL9 0LL

**How we will deal with your complaint**

***Stage 1-Initial Complaint and Decision***

1. You should write to us with details of your complaint, quoting our reference and clearly marking your letter 'Complaint'.
2. Your complaint will be dealt with by a Director or a designated Complaints Manager.
3. We will investigate your complaint, including that we will seek comments from relevant members of staff including anybody who might be the subject of your complaint and their supervisors/ managers.

4. We will then normally write to you within 28 days with our detailed reply, or if it is going to take longer than this for us to reply properly, we shall within 14 days write to you to explain when we expect to be able to reply and the reasons for the delay.

5. In our reply we shall give you our detailed response to your complaint, where appropriate setting out the history in particular to explain any unavoidable difficulties. We shall where appropriate apologise to you and offer redress for any financial loss that you might have incurred, we shall set out our proposals for ensuring that any identified problems are overcome. We shall try to offer constructive solutions to the cause of your complaint, and also where relevant we shall endeavour to apply any lessons learnt to the way we conduct our business in the future.

6. We shall thereafter ascertain whether you are satisfied with our response.

### ***Stage 2- Review***

7. If you are not happy with our response please write to us within 21 days of receiving our initial decision setting out why you do not agree with our decision; a director will Review the matter and look into how we can take your complaint forward or you will be advised that we feel the matter cannot be resolved through our Complaints Procedure. If you ask for us to review the matter as soon as you receive our decision we will try to complete our review within 56 days of receiving your original complaint, otherwise we will respond within 28 days of our receipt for your request that we Review our original decision. If we need more time to complete our Review, we will write to you to explain this.

### **What can I do if I am not happy about the outcome of my Complaint?**

FlightDelays.co.uk is **not** a regulated business therefore you do **not** have the right to complain about services to any regulatory ombudsman eg The Legal Ombudsman.

However alternative complaints bodies (such as Small Claims Mediation <http://www.small-claims-mediation.co.uk/>) do exist which are competent to deal with complaints by consumers about legal services should both you and this company wish to use such a scheme.

We will let you know at the time we provide a final response to your complaint, whether we would agree to use such an alternative mediation service.

Furthermore from 15 February 2016, in addition to being able to submit your complaint directly to us, if you prefer, you may be able to submit your complaint using the European Union's 'On-Line Dispute Resolution Platform'. The website address for the platform is <http://ec.europa.eu/odr>. Under this new scheme, if both parties agree to it, an independent mediator will try to resolve the complaint by mediation, usually within a 90 day timescale. However at this stage we are not giving any commitment to using the European on-Line Platform.

If you still remain dissatisfied you can make a claim through the Court system but you might wish to obtain independent legal advice before doing so, and you might have to pay Court fees.

Effective date: 12/02/2016