

## If you are an Instructing Party or legal representative and have a complaint:

Foresight aims to provide a high quality and efficient service to our customers and we aim to get things right first time. We listen to both positive and critical comments and use them to improve our services, so if you have views about our service or about the way a particular case is being handled, we would like to hear them. These pages contain our complaints procedure and guidance on using it.

A complaint is any written or spoken expression of dissatisfaction with the service we provide and we take complaints seriously. We aim to :

- deal with complaints openly and thoroughly
- try to resolve complaints promptly
- update the client and solicitor on progress throughout the complaint process
- arrive at a satisfactory resolution
- learn from complaints and so improve our processes and service levels

How to complain if you are an Instructing Party or legal representative

Foresight's standard complaints procedure has three stages, as follows:-

### Stage 1 - informal resolution – telephone / writing / fax / e-mail

If you raise an issue over the telephone, we will try to resolve the problem on at this point. Similarly, if you notify us in writing, by fax or by email, we will respond promptly, and in any case within 7 working days of receipt. If this is not possible, we will explain why and give you a new deadline.

### Stage 2 - formal complaint

If you are not happy with the initial response you receive, you can get back in touch with us and ask for your complaint to be referred to your Account Manager who will try to resolve the issue.

### Stage 3 - final stage resolution

If, following your second response, you are still not satisfied, you can ask for your complaint to be referred to the General Manager.



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### Stage 1

#### Who should I raise my initial enquiry or concern with?

The first stage of the complaints procedure is 'informal resolution'. The service issue should be made in the first instance to the team providing the service. Informal resolution aims to resolve complaints quickly and as close to the source of the complaint as possible using the most appropriate means; for example, providing an information update.

### Stage 2

#### What if I'm still unhappy after informal resolution?

If you are not satisfied and do want to continue with your complaint you can do this orally or in writing (including e-mail) to your Account Manager at Foresight. If you make your complaint orally, a written record will be made. You will receive a response within 7 working days.

### Stage 3

#### What if I'm still unhappy after formal resolution?

You can ask for your complaint to be referred to the General Manager, who will reply in writing within 7 working days, or write to let you know why this cannot be done and give you a new deadline.

## How to complain if you are a client who has been examined by an expert regarding the content of an expert witness report

At Foresight our contractual terms are with the instructing party (solicitor, local authority or barrister) and in the first instance if your complaint is regarding the **content/opinion** in the report we request that you raise this directly with the Instructing Party or Legal Representatives.

In the event that Foresight received the complaint directly and this relates to the content or opinion of the report, Foresight will advise the client of the above process, advise the Instructing Party or Legal Representatives of the complaint and await formal instructions from the Instructing Party or Legal Representatives.

In the event that the complaint is about the conduct of an Expert Witness or a member of staff at Foresight this will move straight to stage 3 of the Standard Complaints Procedure and will be dealt with by the General Manager.



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## Dealing with your complaint - our standards

All our staff will be courteous and helpful. We will identify ourselves when answering the telephone; all telephone calls will be answered promptly. Where a voicemail is left, calls will be returned within one working day.

We will answer all letters as soon as possible but in any case within 7 working days of receipt. We will aim to answer all the points raised in correspondence accurately and openly. If it is not possible to reply within 7 working days, we will send an interim reply explaining the delay, answering any points we can and advising when you can expect a full reply.

All complaints are logged upon receipt and progress tracked to resolution.

## Who to write to

If you wish to put your complaint in writing and are unsure where to address it, please send it either by email, fax or letter to:

Foresight  
South Court  
Sharston  
Road  
Manchester  
M22 4BB

Telephone: 0330 088 9000

Email: [enquiries@foresight.expert](mailto:enquiries@foresight.expert)

### Foresight General Manager

Mark Speight

Telephone: 0330 088 9000

E-mail: [mark.speight@foresight.expert](mailto:mark.speight@foresight.expert)

Improving our complaints procedure

If you have any suggestions or comments about our complaints procedure, please send them to Mark Speight (General Manager) at the address given above.



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