



Rescue Accident Assistance Ltd

No Hassle, No Fee, 100% Compensation

0845 299 7790

info@rescueaccidentassistance.com



LEGAL INFORMATION

Fees

Rescue Accident Assistance Ltd refers personal injury compensation claim enquiries to a panel of specialist solicitors who are regulated by the Law Society. When a claim is accepted by the appointed solicitor, the solicitor pays Rescue Accident Assistance Ltd a referral fee for its services. This fee is paid by the solicitor, and not the client, and ensures that the services of Rescue Accident Assistance Ltd are free of charge to the client.

All services provided by Rescue Accident Assistance Ltd and The Panel Solicitors are FREE OF CHARGE to the client. We only provide services covered under a CFA or No Win No Fee agreement. In addition we cover our clients with After The Event Insurance which is also FREE OF CHARGE to the client.

You may however be liable for any costs incurred by the solicitor should you decide to withdraw your claim 14 days after your signed agreement has been received or if you do not attend a medical appointment that has been arranged without cancelling it.

Complaints Procedure

Rescue Accident Assistance Ltd is committed to providing a very high standard of service, but if you are not happy with any aspect of the service we provide, we need you to tell us about it, as this will help improve our standards and systems.

Even though this is the case, we realize that occasionally something can happen which leaves you dissatisfied. If this occurs we would like to be given the chance to resolve any problems or difficulties. We always aim to resolve such matters as soon as we can.

How to Complain

If you have a cause for complaint in respect of the claims management service we provide that is regulated by the Compensation Act 2006, then please let us know. You can write or e-mail us at:

Rescue Accident Assistance Ltd
Dalton House
60 Windsor Ave
London
SW19 2RR

Tel: 0845 299 7790

Fax: 0845 280 2160

E-mail: info@rescueaccidentassistance.com

Our Claims Management Service Complaints Procedure

Whilst we will hope to resolve your complaint as soon as possible we may not be able to consider a complaint that is made more than six months after you became aware of the

cause of the complaint. We may, at our discretion, consider your complaint outside this time limit but if we are not prepared to do so, we will write to you to let you know this. We will send you a written acknowledgement of a complaint either electronically or by letter within five business days of the complaint being received in which will tell you the name of the person dealing with your complaint. This person will usually be a person who has not been involved directly in the handling of your claim and will be authorized to resolve the complaint.

Within 4 weeks of receiving your complaint we will send you either:

- a) A final response adequately addressing the complaint; or
- b) A response to explain the reasons why we are unable to resolve the complaint and give you details of when we will next make contact with you.

Within 8 weeks of receiving your complaint we will send you either:

- a) A final response adequately addressing the complaint; or
- b) A response to:
 - a. explain the reasons why we are still unable to resolve the complaint, giving reasons for the delay and giving you an indication of when we expect to be able to send a final response; and
 - b. inform you that you may refer the handling of the complaint to the Claims Management Regulator if you are dissatisfied with the delay.

If you are not satisfied with our response, or if a complaint is not resolved after 8 weeks, you may refer the complaint to:

The Claims Management Regulator
PO Box 7824
Burton on Trent
Staffordshire
DE14 9DP
Email: info@claimsregulation.gov.uk
Tel: 0845 450 6858

The Regulator can review the handling of the complaint and give a direction on further handling of the complaint. He cannot, however, determine a complaint or award compensation.

Privacy Policy

Rescue Accident Assistance Ltd is committed to privacy for everyone who uses this site. The Data Protection Act requires us to comply with certain regulations, which are designed to ensure that any personal data you provide to us is processed with due care and attention. We only use the information you provide about yourself when using this website to answer your enquiry or to help us improve our service to you.

We do not share this information with any third party except to the extent necessary to answer your query or deal with your claim. Of course, your details may be passed onto one of our panel of solicitors should your claim be accepted because they will need this information to work on your case. With your consent, your solicitor will also provide us with brief details of the progress and outcome of your case. This will help us to monitor the performance of our panel solicitors and the standard of service provided to you.

The information collected may include:-

- Name
- Email / postal address
- Gender
- Telephone numbers
- Information about your accident and injuries

If you have opted to provide us with personal information we may use this information to contact you by email, telephone, fax or post to provide you with details about our products or services or any other information which we believe may be of interest to you. If you do not want us to use your information in this way please contact us at info@rescueaccidentassistance.com

How We Protect Your Information

The internet is not a secure medium. However we have put in place various security procedures as set out in this policy.

Firewalls are used to block unauthorised traffic to the servers and the actual servers are located in a secure location which can only be accessed by authorised personnel.

We also keep your information confidential. Our internal procedures cover the storage, access and disclosure of your information.

Incorrect Information

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

Fraud

Like many Credit Hire Organisations, Accident Management Companies or Insurers we pass information relating to claims to the Netfoil Database operated by Hill Dickinson LLP. The aim is to help us check information provided and also to prevent fraudulent claims. We will pass information relating to this incident to Netfoil and in dealing with this incident we may search the Netfoil database.

Other Websites

Our website may contain links to other websites. Once you have clicked on these links, we don't have any control over the websites you visit. That means we can't be responsible for the protection and privacy of any information that you provide when you visit these sites. To check where you stand, please check the privacy statement of any website you visit.

Website Liability Disclaimer

The information contained in this website is for general information purposes only and does not constitute legal advice. Whilst we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk. You should obtain qualified professional advice and recommendations before acting or omitting to act based upon any information provided on or through this web site. If you have a specific problem you are strongly advised to contact us so that we can arrange for you to consult an appropriately-qualified professional.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arise out of or in connection with the use of this website.

Every effort is made to keep the website up and running smoothly. However, we take no responsibility for and will not be liable for the website being temporarily unavailable due to technical issues beyond our control or updating.

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