

## Who authorises claims management businesses?

The Secretary of State for Justice is the **Claims Management Regulator** in England and Wales.

The Ministry of Justice:

- checks a wide range of information about businesses before authorising them
- monitors the services the business provides
- will take action against businesses that breach the rules.

## What to do if you are unhappy with how your claim was handled

Firstly, contact the claims management business and try to resolve the problem.

If you are unhappy with their response, you can contact us.

You can also contact us if you have concerns that an unauthorised business is offering claims management services.

## Useful contacts

Ministry of Justice  
Claims Management Regulation  
Monitoring and Compliance Unit  
57-60 High Street  
Burton-upon-Trent  
Staffordshire  
DE14 1JS

0845 450 6858 (calls charged at local rate)

info@claimsregulation.gov.uk

www.claimsregulation.gov.uk

**If you require this information in an alternative format, please telephone: 020 7210 1407**

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## Are you making a claim for compensation:

- because you have suffered a personal injury (including a work-related or criminal injury)?
- from your employer?
- for housing disrepair?
- because you were mis-sold financial products or received poor financial services, such as unfair bank charges?

## Are you using a business to help you make your claim?

If so, this leaflet offers useful guidance on new legislation that ensures you get a good service.

## New legislation to help you

From April 2007, most businesses that help people make compensation claims must, by law, be authorised to do so.

This covers businesses that:

- are not legal practitioners but offer to represent you at a Court or Tribunal
- arrange 'no win, no fee' agreements and 'after the event' insurance for you
- charge a 'contingency fee', which means they will take a proportion of any compensation you may win
- refer your personal injury claim to a solicitor for a fee.

The new legislation provides you with protection and rights.

Businesses offering claims management services **without** authorisation are acting illegally and can be prosecuted.

## How to check if a claims management business is authorised

You can check by writing to us, ringing our enquiry line or by visiting our website.

## What to expect from an authorised claims management business

Authorised businesses that offer to help you make a compensation claim must follow strict conduct rules. They must:

- not 'cold call' in person, or engage in any form of high pressure selling
- give you written information on how you can pursue a claim and the costs involved before a contract is agreed
- allow a 'cooling off' period of at least 14 days after you sign a contract in case you change your mind
- operate a customer complaints scheme.