

CUSTOMER COMPLAINTS – (1 APRIL 2014 – 31 MARCH 2015)

CHIEF EXECUTIVE'S

LEARNING FROM COMPLAINTS

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
430	Complaint relating to two burst tyres which were caused when hitting a large pot hole in road.	Not upheld	Chief Executive - Governance	This complaint was not about the manner in which the claim had been handled but about the outcome - the claim had not been met. This decision was based on policy cover in place and information provided by our Roads Service.	Every claim is always judged on its own merit and individual circumstances and in line with insurance policy terms and conditions.