



COMPLAINTS PROCESS

When dealing with a complaint MIBI's policy is to;

- try to resolve complaint at first contact
- acknowledge complaint promptly and provide contact details of a dedicated person nominated to deal with your complaint (unless resolved to your satisfaction at first contact above)
- investigate your complaint and provide a response within 5 working days wherever possible
- provide regular updates on the progress of the investigation at intervals of not more than 20 working days and,
- if we are unable to provide you with a final response within 40 working days, we will write to you with an explanation and advice on when you can expect a final response.

COMPLAINT ESCALATION WITHIN MIBI

If your complaint is not resolved to your satisfaction, we will endeavour to resolve your complaint through the following escalation points:

- Team Manager
- Chief Executive Officer

A team member, where appropriate, will attempt to resolve your complaint in the first instance. If the matter is not satisfactorily resolved by them, the respective Team Manager will intervene and attempt to resolve the matter. If you are dissatisfied with this response, it will be reviewed by the Chief Executive Officer (CEO). The CEO's decision is final.

FINANCIAL SERVICES & PENSIONS OMBUDSMAN

MIBI are a non-profit-making body and not an Insurance company. We are not governed, or bound by The Financial Services & Pensions Ombudsman (FSPO). We operate under the terms of the MIBI Agreement with the Minister of Transport. This Agreement sets out the rights given to persons who sustain damage and/or injuries in a road traffic accident caused by an uninsured, or unidentified vehicle.

COMPLAINTS NOT RELATED TO THE MIBI

MIBI has no remit to consider complaints about the conduct of Insurance companies, or in relation to any services that are not managed by MIBI, or one of our Service Providers. Should you have a concern about a matter an Insurance company has been dealing with, you should raise your complaint directly with the insurer and follow their complaints procedure.

Alternatively, you can contact Insurance Ireland who are the representative organisation for the Insurance sector in Ireland.

Tel: +353 1 676 1820

Email: feedback@insuranceireland.eu

Address: Insurance Ireland, 5 Harbourmaster Place, IFSC, Dublin 1, DO1 E7E8.

COMPLAINTS ANALYSIS

MIBI log all complaints and undertake periodic analysis of trending issues and decision making with a view to continually improving our standards of service.