

Accident Claim Helpline Customer Charter

Our promise to you

At ACHL, our customers are at the heart of everything we do. We want every person we speak with to feel informed, respected, and supported from the moment they contact us.

ACHL acts as an introducer, connecting you with a trusted partner firm who will manage your claim and look after you from start to finish.

Here's our promise to you:

We'll be honest and clear

We'll always explain who we are and what we do. We'll make sure you know exactly which partner firm will be handling your claim and how they'll contact you. You'll never be misled about our role or about the services available to you.

We'll treat you fairly

Every customer deserves respect, fairness, and courtesy. We'll take time to understand your situation and provide clear information so you can make informed decisions.

We'll protect your information

Your personal information is handled with care and only ever shared with the partner firm that will manage your claim. We never sell data or share it for marketing purposes.

We'll support you when you need it

If you're finding things difficult because of the accident, your health, or personal circumstances – please tell us. We'll do our best to adapt our approach and make sure you get the right support from us and our partners.

We'll listen and learn

We value all feedback. If you're unhappy with our service, we'll take your concerns seriously and handle them under our Complaints Procedure, making sure you receive a fair and timely response. We use every piece of feedback to help us improve.

We'll keep our standards high

Our team receives regular training to make sure we always deliver service that is professional, knowledgeable, and caring.

ACHL — Fair. Honest. Customer-Focused.

If you'd like to know more about how we work or to share feedback, please get in touch.