

Third Party Claims Process

A claim can be notified by telephone to our Control Room, our Talk To Us page or in writing to the address shown on our Contact Us page.

Our third party claims team will send a Third Party Claims Notice form for the customer to complete and return together with any relevant evidence and supporting documentation (photographs/ invoices/ estimates etc.). It is important that the incident location provided on the completed form is as specific as possible, using sketches or diagrams, and mentioning specific features such as signs or landmarks.

Upon receipt of a completed form, our team will reply to the customer to acknowledge its return and begin our investigations. This process may take up to several weeks, and we would ask for customer patience as we cannot begin our enquiries until we have all the details. If a longer delay is anticipated we will keep the customer updated. As part of our investigation, the claim is passed to our operational teams to review our records and provide comments on the circumstances, where appropriate.

Please note that there is no automatic right to compensation, and issuing a claims form should not be taken as an admission for liability. There may also be instances where we cannot deal directly with a claim, especially if it occurred on another part of the road network which we are not responsible for. In such instances we will redirect the claim to the appropriate authority on behalf of the customer, and will contact them to confirm this.

Our third party claims team will make a decision, having regard to all the facts and circumstances, on whether to settle the claim without prejudice basis, or repudiate (reject) the claim. A thorough explanation will be sent with our decision. Should the customer wish to query the decision they can respond in writing with any additional information or supporting documentation in the support of their position. We will consider our position and respond accordingly.

If the customer is not satisfied with the outcome of the claim, after further clarification has been exhausted, they can appeal the decision, again in writing, whereby the claim and all associated correspondence may be escalated to an independent senior manager within the business for review.
