

HEREFORDSHIRE COUNCIL HIGHWAYS CLAIM PROCEDURE

The following information is provided to tell you about Herefordshire Council's procedures for the administration of claims from members of the public for personal injury, or damage to property, incurred on the highway within the County of Herefordshire.

- Upon receipt of a letter or telephone call direct from the claimant, advising us of the incident, the enclosed form is dispatched to the claimant requesting its completion and return to the Income Manager within the Highway Department, based at Amey Herefordshire's offices at Unit 3, Thorn Business Park, Rotherwas, Hereford.HR2 6JT
- Once the completed claim form has been received a written acknowledgment will be provided. The Income Manager will then put together a report, which will include details of the claimant, the incident, highway inspection frequency records, photographs of the incident site and a site map. In addition copies of any correspondence received from the claimant will be included.
- The report from the Income Manager is then forwarded to the Risk Management & Insurance Section of the council based at Blackfriars, Blackfriars Street, Hereford, where it is checked and forwarded to the Council's external claim handlers. Their details are as follows:

Gallagher Bassett International Limited
Ground Floor
Tame House
Wellington Crescent
Fradley Park
Lichfield
Staffs. WS13 8RZ

The above agent will make direct contact with the claimant and will advise them if their claim has been successful or not. Once contact has been established it is requested that claimant's address all correspondence to the above agent and **not** to the Council.

- If a claimant consults and subsequently employs a solicitor to handle his/her claim the initial 'letter of claim', from the solicitor, should be addressed to the Council using the address below. An acknowledgment of receipt will be made by the Council. However all future correspondence to and from the solicitor will be dealt with by the Council's agent, Gallagher Bassett.
- Should you feel that your claim has/is not being dealt with in an acceptable manner we would ask that the initial complaint be made in writing and addressed to the Council's agent in order for them to respond. However, if this does not result in a satisfactory reply please write to the following officer:

Corporate Risk Manager
Herefordshire Council
Blackfriars
PO Box 185
Blackfriars Street
Hereford
HR4 9ZR