

Complaints procedure

We aim to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint:

If you have a complaint about any aspect of our service, then we would like to hear from you. You can contact us by telephone or in writing and your complaint will be resolved by the appropriate person in the shortest possible time.

We will try to resolve your complaint immediately; however, sometimes, this may not be possible. In the unlikely event that we are not able to resolve your complaint within 3 business days, we will keep you informed of the progress of our investigations and provide our final response in writing providing our findings and the action to then take.

To register a complaint contact us by either:

Calling us on 0845 468 4800

or write to us at International Business Centre, Delta Crescent, Warrington WA5 7WQ

Unresolved disputes may be referred to the BVRLA by either the customer or the us.

Details should be submitted by email to: complaint@bvrla.co.uk.

If you do not have access to email, details can be sent by post to:

BVRLA

River Lodge

Badminton Court

Amersham

HP7 0DD

or

Fax: 01494 434499

The BVRLA will aim to resolve the matter using the information presented by both parties to the dispute. Any information requested from the member should be sent to the BVRLA within five working days. Based on the information available, the BVRLA will provide both parties with its findings and recommendations. The BVRLA aims to resolve complaints through the Conciliation Service within 30 days.

If you have a regulated contract with us you may be entitled to refer a complaint against us to the Financial Ombudsman Service if you are not satisfied with our response. The contact details are as follows:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Website – <http://www.financial-ombudsman.org.uk/> E-mail: complaint.info@financial-ombudsman.org.uk

Tel: 0800 023 4567

We are authorised and regulated by the Financial Conduct Authority - Registered No. FRN 723895. We are a Credit Broker and not a Lender.

| Company number: 8269486 | ICO ref: Z3450466

Fleet Solutions Network Limited t/a Simply-Leasing, International Business Centre, Delta Crescent, Warrington, WA5 7WQ
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