

# ----- Kingston Vehicle Leasing Ltd -----

## Complaint Handling Procedure

It is the aim of **Kingston Vehicle Leasing Ltd** 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 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 the appropriate person will endeavour to resolve your complaint in the shortest possible time.

### What to do

To help us to investigate and resolve your concerns as quickly as possible, you should in the first instance contact the department with which you have been dealing. To help us resolve your problem you should provide the following information:

- **Your full name and contact information**
- **Full details of your complaint**
- **Your agreement details**
- **Details of what you would like us to do to put things right**
- **Photocopies of any relevant paperwork**

We will try to resolve your complaint immediately; however this may not be possible. In the unlikely event that we are not able to resolve your complaint by the end of the next business day, 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. When we send you our final response, we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet.

If you have a regulated consumer contract with us and are not satisfied with *our* final response, you may contact the **BVRLA Conciliation Service** in order to try and achieve a satisfactory outcome.

### Stage 1: Informal Conciliation Service

In the first instance, the BVRLA will aim to resolve the matter on an informal basis using the information presented by both parties. Where any information is requested from the member this should be sent within five working days. Based on the information available the BVRLA will provide both parties with its initial findings and recommendations. If either party disagrees with the outcome of the informal conciliation service, a formal conciliation procedure can be invoked.

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## **Stage 2: Formal Conciliation Service**

If either party has asked for the matter to be escalated to the formal conciliation service, all relevant details will be promptly forwarded to the Conciliation Committee, a body whose members are appointed by the BVRLA Board.

Disputes referred to the Conciliation Committee shall be actioned and a decision notified to the customer within 30 working days from referral.

The BVRLA aims to resolve complaints through the informal conciliation service within 30 days.

## **Consumer credit complaints**

All businesses that hold a standard consumer credit licence must, by law, comply with complaint handling requirements which include allowing customers access to refer unresolved disputes to the Financial Ombudsman Service.

If the your complaint still remains unresolved to your satisfaction, then you are permitted to refer the matter to the Financial Ombudsman Service within six months of the date of final response by the BVRLA.

If you have any questions in relation to our complaints handling procedure, please contact us either by telephone (01482 651204), email ([sales@kvleasing.co.uk](mailto:sales@kvleasing.co.uk)) and we will be happy to assist you.