

CarLease UK & VanLease UK Complaints Procedure

How should I complain?

If you are dissatisfied with your experience with CarLease UK & VanLease UK we would ask that you to write to us at the address below, setting out the nature of your complaint and enclosing any relevant information:

Complaints Department, CarLease UK & VanLease UK, Kings Business Centre, Warrington Road, Leigh, WN7 3XG

In the alternative, please feel free to speak with us on 01942 608 606 or send an email to phil@carlease.uk.com setting out the nature of your complaint.

What Happens Next?

Once we receive notification of your complaint, whether by letter, email or telephone, we will write to you as soon as possible, but no later than **five (5)** working days, to identify that we have received your formal complaint, that an investigation will be undertaken and also what we believe your complaint to constitute (this stage of the process is referred to as the "Acknowledgement of Complaint").

In the Acknowledgement of Complaint, we will identify to you the person within our Complaints Department who is dealing with your complaint (the "Complaints Officer"). This will provide you with a direct point of contact during the course of the investigation.

When you receive an Acknowledgement of Complaint, we would invite you to make further comments, should our response not completely reflect the full extent of your complaint. Please do so by responding to the Complaints Officer who is dealing with your case. During the process the Complaints Officer will keep you reasonably informed as to the progress of your complaint.

During the course of the complaint, we will only use the personal details you provide to us in order to assist with the complaints procedure. We will only use your details in a manner which complies with the Data Protection Act 2018.

How Will the Complaint Be Resolved?

The Complaints Officer investigating your complaint will consider all of the information and evidence which you provide. As part of this, we do encourage that you provide as much information to us as possible.

The Complaints Officer will conduct the investigation in accordance with the law and, where applicable, in contemplation of the relevant guidance set out by the Financial Conduct Authority.

When Will the Complaint Be Resolved?

While CarLease UK & VanLease UK endeavour to deal with your complaint as quickly as possible, you should expect a final written outcome of investigation within **four (4)** weeks of CarLease UK & VanLease UK receiving your complaint.

However, in circumstances where there is considerable information to consider or where we need to conduct a number of further investigations (including additional information from you), the outcome may take longer than four weeks. Should this be the case, we will keep you fully informed as to our progress and will ensure that the outcome is communicated to you no later than **eight (8)** weeks from the date of CarLease UK & VanLease UK receiving your complaint.

In our final written outcome, CarLease UK & VanLease UK will endeavour to summarise your complaint, setting out the results of the investigation and any views on the issues identified. CarLease UK & VanLease UK will also send out to you “your complaint and the ombudsman” in conjunction with our final written outcome (for more information please see <https://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>).

What If I Am Unhappy with the Outcome?

If you have a regulated consumer credit contract arranged by us and are not satisfied with our Final Response, you may be eligible to refer the matter either to the Financial Ombudsman or to the BVRLA Conciliation Service.

Financial Ombudsman Service

If relevant then you can refer your complaint to the Financial Ombudsman Service – you must do this within six months of our final response. When we send you a final response, we will also provide you with a copy of the Financial Ombudsman Service’s explanatory leaflet.

- **Website** - <https://www.financial-ombudsman.org.uk>
- **Email** - complaint.info@financial-ombudsman.org.uk
- **Telephone Number** - 0800 023 4567
- **Address** - The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Additionally, CarLease UK & VanLease UK are a Leasing Broker Member (ref 1471) of the British Vehicle Rental and Leasing Association (BVRLA) who have a mandatory code of conduct for brokers.

Should we be unable to resolve any complaint following our final written outcome, please note that you can also refer your complaint to the BVRLA’s conciliation service, in particular if the Financial Ombudsman Service are not the appropriate body to escalate your complaint to.

To contact the BVRLA please see the below:

- **Website** - <https://www.bvrla.co.uk/advice/guidance/using-bvrlas-conciliation-service>
- **Email** - complaint@bvrla.co.uk
- **Fax Number** - 01494 434499
- **Address** – BVRLA, River Lodge, Badminton Court, Amersham, HP7 0DD