



Leasewell (UK) Ltd Complaint handling procedure.

Your views are very important to us. We pride ourselves on providing a platinum level service to every customer. It is extremely important to us that all complaints are resolved as quickly and efficiently as possible to complete satisfaction of our customers.

What to do if you have a complaint

If you have a complaint about any part of the service we offer, we would like to hear from you.

To help us investigate and resolve your concerns as efficiently as possible.

Firstly contact the department with which you have been dealing.

Alternatively, you can contact us by telephone or in writing. Your complaint will be resolved in the shortest possible time.

Our contact details are:

Complaints Department
Leasewell (UK) Ltd
Unit 26 Brynmenyn Business Centre
St Theodores Way
Brynmenyn Industrial Estate
Bridgend
CF32 9EQ

Tel: 01656 338594 Fax: 01656 360140

Email: complaints@leasewell.co.uk

To help us resolve your problem, as quickly as possible please provide the following information:

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

What we will do once we have received your complaint

We will try to resolve your complaint without delay. Sometimes this may not be possible. In the improbable event that we are not able to resolve your complaint within 24 Hours, we will keep you informed of the progress of our investigation. We

will send you an acknowledgement within five business days from us receiving your complaint.

We will provide our final response in writing, including our findings and the action we will take. We will do our utmost to send this final response within 14 days of receipt of your complaint. The Financial Ombudsman Service requires that this final response must be sent within eight weeks of receiving the complaint.

What to do if you are not happy with our decision

BVRLA Conciliation Service

As a Leasing Broker Member of the British Vehicle Rental and Leasing Association (BVRLA), any unresolved disputes may be referred to the BVRLA by either the customer or by Us (Leasewell).

The BVRLA is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

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

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

British Vehicle Rental and Leasing Association
River Lodge
Badminton Court
Amersham
HP7 0DD

The BVRLA Conciliation Service will investigate potential breaches of the BVRLA Code of Conduct and will aim to resolve the matter using the information presented by both parties to the dispute. Any information requested from Leasewell (UK) Ltd will be sent to the BVRLA within five working days. Based on the information available, the BVRLA will provide both parties with its finding and recommendations.

The BVRLA aims to resolve complaints through the Conciliation Service within 30 days and members must comply with the Conciliations Service's findings.

Financial Ombudsman Service

If you have a regulated consumer contract with us and are not satisfied with our final response, you may be eligible to refer the matter to the Financial Ombudsman Service.

Details should be sent by email to: complaint.info@financial-ombudsman.org.uk

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

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

You must do this within six months of our final response. If you have any questions relating to our complaints handling procedure, please contact us on 01656 338594.