



Complaints Handling Procedure

It is the aim of CVM Group (and all subsidiaries) 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 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 acknowledged within 3 working days & a holding letter will be sent out within 28 days. A final response letter if the complaint is not resolved within 28 days will be sent out within a maximum of 56 days from the receipt of complaint.

To help us 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
- 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, sometimes 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 process of our investigations and provide our response in writing (within 28 days of complaint) which will keep you informed of the progress of our investigations and provide our final response in writing within a maximum period of 56 days which will provide our findings and the action to then take.

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 BVRLA by email to: complaint@bvrla.co.uk or in writing to: British Vehicle Rental and Leasing Association, River Lodge, Badminton Court, Amersham, HP7 ODD. Or by telephone: 01494 434747.

You are also entitled to contact the Financial Ombudsman Service by writing to; The Financial Ombudsman Service Exchange Tower London E14 9SR or by telephone, 0800 023 4 567 - you must do this within six months of our final response. 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 any questions in relation to our Complaints Handling Procedure, please contact the person named below who will be happy to assist you further.

Kevin Connor
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