

What to do should you wish to complain

We aim to provide an excellent level of service to our customers at all times. However, we're aware that, from time to time, things can go wrong.

It's important to let us know that you're unhappy and to give us the chance to put things right. We will hopefully be able to sort out the problem straight away. If we can't, you could move to the more formal complaints procedure outlined below.

If you have a complaint you can:

Call us on Freephone **08000 324 900**

Email us at: info@newgatefinance.com

You may also write to us at the address below or make representation in person:

Newgate Motoring Solutions Ltd
Suite One, Bonnington Bond
2 Anderson Place
Edinburgh
EH6 5NP

What we will do

- We will acknowledge your complaint within 5 working days of receipt and provide you with a reference number.
- We will investigate your complaint fully and aim to send a final response to you within 10 working days. If your complaint requires more time to investigate, we shall keep you up to date with our progress and will send a final response to you no later than 8 weeks from the date we received your complaint.
- We aim to resolve all complaints but, should you still feel unhappy with our response, you can contact the BVRLA Conciliation Service which exists to help resolve complaints. You can submit your complaint to them in writing to:

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

Or by email: complaint@bvrla.co.uk

Following this, if you are still unsatisfied you also have the right to refer any unresolved complaints to the Financial Ombudsman Service.

By post:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

By phone: **0800 0 234 567**

By email: complaint.info@financial-ombudsman.org.uk

Further information can be found at: www.financial-ombudsman.org.uk