

## 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](mailto:info@newgatefinance.com)

You may also write to us at the address below:

**Newgate Motoring Solutions Ltd**  
**Bonnington Bond**  
**2 Anderson Place**  
**Edinburgh**  
**EH6 5NP**

## What we will do

- We will acknowledge your complaint within 3 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](mailto: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](mailto:complaint.info@financial-ombudsman.org.uk)

Further information can be found at: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)