

## What to do should you wish to complain

We aim to provide an excellent level of service to our customers but are aware from time to time things can go wrong.

It is important to let us know that you are unhappy and to give us the chance to put things right. We might be able to sort out the problem straight away and if we can't, you could otherwise move to the more formal procedure outlined below.

If you have a complaint you can either telephone us on Freephone **08000 324 900** or email us at: [info@newgatefinance.com](mailto:info@newgatefinance.com)

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

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

## What we will do

### On receiving a complaint

We shall acknowledge your complaint within 24-hours of receipt and provide you with a reference number. We shall then send you an initial response letter within two days of receiving the complaint, along with the Complaints Information for our Customers document. Where a complaint is initially dealt with informally, if it becomes apparent that the issue will not be resolved within 3 working days, the formal complaints procedure will be implemented.

### After four weeks

Throughout the investigation of the complaint you will be kept informed of its progress. If the complaint has not been resolved within four weeks, you will be sent a holding letter, which explains the delay and gives an indication of when the matter is expected to be resolved, although this will be no longer than eight weeks after the complaint was received.

### After eight weeks

Within eight weeks of receiving the complaint you will be sent a final response letter stating either:

- The complaint has been accepted and, where appropriate, redress or remedial action is offered; or
- The complaint has not been accepted but redress or remedial action is being offered; or
- The complaint has been rejected and the reasons for doing so.

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**

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)