

COMPLAINTS PROCEDURE

It is our aim to provide a very high standard of service to every customer. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our customers.

What to do if you have a complaint

If you have a complaint about any aspect of our service, we would like to hear from you. To help us investigate and resolve your complaint as quickly as possible, you should in the first instance contact us at the address below.

Complaints Department
Abridge Vehicle Management Ltd
9 Blenheim Court
Brook Way
Leatherhead
Surrey
KT22 7NA

Tel: 01372 225122

Email: complaints@abridgevm.com

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

- Your full name and contact details
- Full details of your complaint
- Details of what you would like us to do to put things right
- Copies of any relevant paperwork

What we will do if we receive a complaint from you

We will try to resolve your complaint immediately and will acknowledge your complaint within one business day. 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 progress of our investigations.

We will provide our final response in writing, including our findings and the action necessary to resolve it. We endeavour to send this final response within 10 business 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

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. You must do this within six months of our final response.

When we send you a final response, we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet.

If you have any questions relating to our complaints handling procedure, please contact us 01372 225122.