



Complaints Procedure

U.K. Carline Limited always aim to provide the highest level of service to all our customers but we do realise that sometimes things can go wrong. It is very important that we resolve all complaints as quickly as possible and to make sure that our customers are completely satisfied with how we have handled any complaint. The following explains how we deal with any complaint and what steps you can take if you are not satisfied with any resolution.

If you have a complaint

If you have a complaint about any aspect of our service then we want to know about it as soon as possible. You can contact us by telephone, email or writing and we will look to resolve your complaint in the shortest possible time.

To help investigate and to resolve any complaint as quickly as possible you should first contact the department you have been dealing with. It would also help to resolve any issues quickly by providing the following information:

- Your full name, address and telephone number that we can contact you on
- Full details of your complaint
- Any details about your agreement or order details, including vehicle details if possible
- How you would like us to make things right
- Copies of any relevant paperwork or email trails

We will try to resolve your complaint immediately or within the same day, however, sometimes this may not be possible as we may need to investigate further by contacting suppliers or listening to recorded telephone conversations which can be time consuming. If we are unable to resolve your complaint by the end of the next working business day we will keep you informed of the progress of our investigations.

If we have reasonable grounds to be satisfied that another party may be solely or jointly responsible for the matter (i.e. Dealer, Delivery Company, Finance Company etc.), we will liaise with the third party to resolve the complaint for you.

If your complaint is solely for a third party, your complaint will be promptly transferred to them for resolution.

Ideally you should receive a definitive reply within four weeks. If this is not possible because an investigation has not been fully completed, we will send you a progress report letter.

Once the investigation has taken place, we will explain promptly to you, our assessment of the complaint, our decision (whether to uphold or reject the complaint) and our offer of remedial action or redress if this is appropriate. A final resolution letter should be sent to you within eight weeks.

If at this point you are not satisfied with our response you may be able to refer it to the financial ombudsman service or the conciliation service via the BVRLA (British Vehicle Rental and Leasing Association.)

If you have any questions regarding our complaints procedure you can contact our general manager who will be happy to help you.

General Manager
UK Carline Ltd.
Sunnybank House
Bilsborrow Lane
Bilsborrow
Preston
PR3 0RN

Tel: 01995 641111

Email: complaints@ukcarline.com

If you have a regulated contract or you are a micro enterprise (1-9 employees) with one of our panel of funders and you are not satisfied with our final response, you may be eligible to refer the matter to the Financial Ombudsman Service. Other customers can take their complaint to the BVRLA conciliation service. Both contact details are below:

Financial Ombudsman Service
Exchange Tower
London
E14 5SR

Tel: 0800 0234567

Email: complaint.info@financial-ombudsman.org.uk

Web: www.financial-ombudsman.org.uk

BVRLA
River Lodge
Badminton Court
Amersham
HP7 0DD

Email: complaint@bvrla.co.uk

Web: www.bvrla.co.uk/advice/guidance/using-bvrlas-conciliation-service