

Balgores Leasing Ltd is authorised and regulated by the Financial Conduct Authority (firm reference number 653426)

Our company registration number is 2463401. We are registered under the Data Protection Act reference Z7597899. We are accredited by the British Vehicle Rental and Leasing Association (BVRLA).

## **Complaints Handling Procedure**

### **Ensuring problems are handled fairly and efficiently**

At Balgores Leasing, we strive to deliver a high level of service and ensure that our customers never have cause to complain. However, we realise that sometimes things don't go according to plan, and where this results in any kind of complaint, we need to ensure we have the right procedures in place to be able to put things right quickly and amicably.

### **What counts as a complaint**

A complaint is any contact from, or on behalf of a customer or potential customer who is not satisfied with any part of our service.

### **What happens after you have made a complaint**

We will try to resolve your complaint as quickly and as simply as possible. We will give you an explanation and an apology for any problems we have caused, and take action to put things right.

### **How to make a complaint**

Contact us by phone, email or letter using the details shown at the bottom of the page. We will try to deal with your complaint straightaway, but an initial response will be given within 24 hours. We may call you back or write to you depending on the best way to resolve your complaint. Our complaints manager will investigate the complaint so that it is dealt with fairly and promptly. A full clear reply will be given as soon as possible and no later than 8 weeks after receiving your complaint.

### **Complaints that can be resolved within 3 days**

If the complaint can be resolved to your satisfaction within 3 business days we will send you a **Summary Resolution Communication**. This is a written communication which

Refers to the fact that you have made a complaint and that we now consider that the complaint has been resolved to your satisfaction

If you subsequently decide that you are dissatisfied with the resolution you can refer the complaint back to us for further consideration or to the Financial Ombudsman Service.

### **Financial Ombudsman Service**

We will cooperate fully with the Ombudsman in any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm agrees to pay promptly any fees levied by the Ombudsman. The Financial Ombudsman Service, Exchange Tower, London, E14 9SR, Telephone 0800 023 4567 (free for most people from a fixed line), 0300 123 9123 (cheaper for those using a mobile), or 020 7694 0500 (if calling from abroad). Email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### **Final Response**

This will set out the firm's decision and the reason for it. If any compensation is offered a clear method of calculation will be shown. We will include details of the Financial Ombudsman Service in the final response if the activity is regulated and explain that the complainant must refer the matter to the Ombudsman within 6 months of the date of the letter or the right to use the service is lost.

## **BVRLA**

Balgores Leasing are a member of the BVRLA (British Vehicle Rental and Leasing Association). The BVRLA operate a conciliation service which will review unresolved complaints between its members and their customers. If you are unhappy with the final response provided by Balgores Leasing, you may refer your complaint to the BVRLA for their consideration. They are independent and their service is free to you. You can find out more about them by visiting [www.bvrla.co.uk](http://www.bvrla.co.uk)

Details should be submitted to the BVRLA in writing to: The Director General, BVRLA, River Lodge, Badminton Court, Amersham, HP7 0DD

t: 01708 384451  
f: 01708 373024  
e: [info@balgores.co.uk](mailto:info@balgores.co.uk)  
w: [balgores.co.uk](http://balgores.co.uk)  
1 Bryant Avenue  
Romford, Essex RM3 0AP

Registration No. 2463401

Registered Office: As above  
VAT Reg No. 542 2785 42  
Established 1990



Balgores Leasing Ltd are a credit broker and not a lender

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Balgores Leasing Ltd is an appointed representative of ITC Compliance Ltd which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance products.  
Balgores Car & Van Leasing is a trading style of Balgores Leasing Ltd