

# WMG Vehicle Management (Retail) Ltd

## Complaints Policy

Our aim is to provide a first class service and exceed your expectations at every level. We are therefore committed to treating our customers fairly.

However if you have a complaint about any aspect of our service the guide below will explain what you should do about it and how we will deal with your complaint. It also explains what to do if you think your complaint has not been resolved to your complete satisfaction.

It is very 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 immediately. Please contact us using the contact details below.

By Telephone: 01603 628029

By email: [paulcoe@w-m-g.com](mailto:paulcoe@w-m-g.com)

In writing: WMG Vehicle Management (Retail) Ltd, 118a Prince of Wales Road, Norwich, NR1 1NS

To help us resolve your complaint quickly please include the following details:

- Your name and full contact details
- Full details of your complaint
- Your vehicle finance agreement details
- What you would like us to do to put things right
- Copies of all relevant paperwork

### **How we will deal with your complaint**

We will fully and impartially investigate your complaint taking into account all of the available information and do our best to resolve your complaint immediately. In the unlikely event that we are not able to resolve your complaint by the end of the next working day we will keep you informed of our progress. We will send you an acknowledgement together with a copy of our complaints handling procedure within five working days from us receiving your complaint.

We will provide our final response in writing, including our findings and the action to then take. We will endeavour to send this final response within 10 working days of receiving your complaint. The Financial Ombudsman Service / FCA requires that this final response must be sent within eight weeks of receiving your complaint.

### **What to do if you are not happy with our decision**

BVRLA Conciliation Service. As a member of the British Vehicle Rental and Leasing Association (BVRLA), any unresolved complaints may be referred to the BVRLA by either you the customer or by WMG Vehicle Management (Retail) Ltd.

The BVRLA is approved by the Government as a consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

Please submit full details as follows:

By email: [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)

In writing: British Vehicle Rental and Leasing Association, River Lodge, Badminton Court, Amersham, HP7 ODD

The BVRLA Conciliation Service will investigate potential breaches of the BVRLA Code of Conduct and will aim to resolve the matter using the information presented by both parties to the dispute. Any information requested from WMG Vehicle Management (Retail) Ltd will be sent to the BVRLA within five working days. Based on the information available, the BVRLA will provide both parties with its findings and recommendations.

The BVRLA aims to resolve complaints through the Conciliation Service within 30 days and members must comply with the Conciliation Service's findings.

**Financial Ombudsman Service**

If you have a regulated consumer contract and are not satisfied with our final response you have the right to refer your complaint to the Financial Ombudsman Service, free of charge. You must do this within six months of our final response.

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Tel 01603 628029  
118a Prince of Wales Road, Norwich, NR1 1NS  
Vat No. 915 9500 20  
Company No. 6246510  
Regulated by the Financial Conduct Authority – FRN 710242  
WMG Vehicle Management (Retail) Ltd is a credit broker and NOT a lender