

Quality Vehicle Contracts Limited T/As Fleetbuyer

Complaints procedure

Complaints Handling Procedure

It is the aim of Quality Vehicle Contracts Limited T/As Fleetbuyer to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint:

If you have a complaint about any aspect of our service, then we would like to hear from you. You can contact us by telephone or in writing and your complaint will be resolved by the appropriate person in the shortest possible time. To help us to investigate and resolve your concerns as quickly as possible, you should in the first instance contact the department with which you have been dealing.

We will try to resolve your complaint immediately; however, sometimes, this may not be possible. 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 and provide our final response in writing providing our findings and the action to then take.

To register a complaint contact us:

By Post:

Quality Vehicle Contracts Limited T/As Fleetbuyer
The Warehouse
Draper Street
Southborough
Kent
TN4 0PG

By Telephone:
01892 514471

By email:
Complaints@fleetbuyer.co.uk

We will acknowledge receipt of the complaint by customers preferred method within three working days

We aim to resolve all complaints as quickly as possible. If it is not possible to reach a prompt conclusion, we will contact the customer with an explanation, and set out expected timescales by which matters should be resolved

We aim to resolve all our customer complaints internally. If, however, the customer is not satisfied with the final outcome of our complaints procedure, they are able to contact The Financial Ombudsman, details can be found at:

<http://www.financial-ombudsman.org.uk/contact/index.html>

Non-financial complaints can be directed to Trading Standards

The customer may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at www.bvrla.co.uk or by contacting complaint@bvrla.co.uk

Fleetbuyer is a trading style of Quality Vehicle Contracts Limited whose trading address is: The Warehouse, Draper St, Southborough, Kent, TN4 0PG. Quality Vehicle Contracts Limited is Registered in England (3436013), Registered Office: Hanover House, 18 Mount Ephraim Rd, Tunbridge Wells, Kent, TN1 1ED