

Our Complaints Handling Procedure

Ensuring problems are handled fairly and efficiently

At Concept Vehicle 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've made a complaint?

We will try to resolve your complaint as quickly 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

We follow a series of steps to enable us to handle your complaint and put things right as quickly and effectively as we can.

Step 1

Contact us in one of the ways listed below. Our Customer Services Team will try to deal with your complaint straightaway, but an initial response will be given within 5 days. If they can, they will give you an explanation and an apology for any problems we have caused. They may call you back or write to you depending on the best way to resolve your complaint.

Our Contact details

Call us on 0800 043 2050

We're open from 9am to 5.30pm, Monday to Friday. Our Customer Services Team are ready to handle your query so that it can be resolved appropriately. A voicemail service is available out of normally working hours, with calls returned by 10am the next working day.

Email: customerservices@conceptvehicleleasing.co.uk

Write to: Customer Services, Concept Vehicle Leasing, 126-130 Ewell Road, Surbiton, Surrey. KT6 6HA

If you are not happy with the explanation you are first given, please ask to speak with our Director of Service, who will be happy to advise further with the sole aim of resolving your complaint as soon as possible.

Step 2

If you are still not happy with our explanation, your complaint may be escalated to our Managing Director. A full review of your complaint will be conducted, and a response provided within 10 working days, telling you what progress is being made.

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We aim to resolve all complaints within a maximum of 15 days

Service Standards

Our Service Summary sets out the standards of service you should receive from us.

As a member of the British Vehicle Rental and Leasing Association, we abide by a strict Code of Conduct.

For more information about our Service Standards, or to download a copy of our Code of Conduct, please visit <http://www.conceptvehicleleasing.co.uk/about/service-summary.aspx> or Call us on 0800 043 2050.

Learning from Complaints

We are committed to continually improving our customer service and we take account of any customer complaints to help with this. We may also ask you for feedback on the service that you have received.

If you do have any comments, suggestions or ideas on how we can improve, please let us know.

Face to face complaints

To discuss making a complaint in person, please call 0800 043 2050.

Step 3 – About the BVRLA

Concept Vehicle 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 Concept Vehicle 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.

Details should be submitted to the BVRLA in writing to:

The Director General
British Vehicle Rental and Leasing Association
River Lodge
Badminton Court
Amersham
HP7 0DD

When the BVRLA can consider your complaint

If we have made it clear that we have done all we can do to resolve your complaint, you may refer your complaint to the BVRLA, ideally within 4 weeks from us having issued our final response

How will the BVRLA handle your complaint?

Step 1 – Informal Conciliation

In the first instance, the BVRLA will ask Concept Vehicle Leasing to provide full details on your complaint, including what steps we have taken to resolve the issue. They will consider this along with the information you have provided, and then deliver comments and recommendations based on the information given by both parties. If either party remains unhappy with the outcome of the informal conciliation service, a formal conciliation service can be invoked.

Step 2 – Formal Conciliation

All relevant details will be promptly forwarded by the BVRLA's Legal Services Team to the appropriate Conciliation Committee, a body whose Members are appointed by the Committee of Management of the BVRLA. Disputes referred to a Conciliation Committee shall be actioned and the decision notified to the customer by the Association within 30 working days from the referral of the dispute to the Conciliation Committee.

Financial Ombudsman Service (Consumer Credit Act)

Customers who have entered into an agreement which is regulated by the Consumer Credit Act (such as consumers, sole traders and small partnerships) have the right to refer any complaint which relates to their finance/lease agreement to the Financial Ombudsman Service.

In the event that you remain unsatisfied with our complaint, or the result of the conciliation service provided by the BVRLA, you may refer the matter to the Financial Ombudsman Service within Six Months of the date of the final response provided. Please note the Financial Ombudsman will not consider any complaint until Concept Vehicle Leasing has had the opportunity to resolve it.

Complaints should be made in writing to:

Financial Ombudsman Service
South Quay Plaza
London
E14 9SR

What is covered under the BVRLA Conciliation Service

Conciliation procedures shall apply solely to matters arising out of the vehicle rental and leasing activities of Corporate Members or Leasing Broker Members. Associate Members, who are suppliers of services to the rental and leasing industry, but who do not operate their own rental or leasing operations, are not subject to the Code of Conduct.

No Restriction on Rights

Nothing in the BVRLA Code of Conduct restricts, nor is intended to restrict, the rights of a complainant or a Leasing Broker Member, to pursue remedies through the courts.

