

Here at Latitude we always aim to provide the best possible service to our clients, but we accept that on occasion there may be something that doesn't fully meet your expectations. To ensure that you have a clear method of raising any concerns or complaints with us, we have provided our complaints procedure which will help us to deal with your feedback as quickly as possible to bring about a successful conclusion.

### **Who to contact if you are dissatisfied with us?**

In the event we fall short of your expectations, please contact [peter.nolan@latitudeleasing.co.uk](mailto:peter.nolan@latitudeleasing.co.uk) in the first instance. By putting your complaint in writing, we commit to providing an initial response within seven business days from receipt of your complaint. You can also send a postal complaint to:

Complaints Dept  
Latitude Leasing Ltd  
2.04 Flint Glass Works  
64 Jersey Street  
Ancoats Urban Village  
Manchester  
M4 6JW

You are also able to raise your complaint by calling 07557036298, which will put you directly in touch with Peter Nolan, our Operations Director.

On receiving your complaint, we will do the following:

- Consider the content of your complaint
- Gather any evidence required to support your comments
- Present it to the Directors who will assess your complaint and make a judgement
- Respond to you within seven business days with a full breakdown of your complaint and our initial findings
- When a complaint is resolved, we will issue you with a summary in writing. A resolution will be brought about within eight weeks from the date of your complaint

If you remain unsatisfied either with the outcome of the complaint or the time it has taken to provide you with a response, or if eight weeks have passed between the date of your complaint and a response is yet to be received, you can contact the Financial Ombudsman Service. You must contact the Financial Ombudsman Service within six months of your original complaint. You can contact them by using any of the details below:

- Online: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)
- Telephone: 0800 023 4567 or 0300 123 9123
- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR