

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 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
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 we are able to resolve your complaint within three business days, we will issue a summary resolution communication to yourselves in writing via email or post. 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
- Telephone: 0800 023 4567 or 0300 123 9123
- Email: complaint.info@financial-ombudsman.org.uk
- Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

If your complaint concerns our vehicles division and you are not satisfied with the outcome Latitude has provided, as we are a member of the BVRLA they can be contacted to review the complaint in question.

complaints@bvrla.co.uk

BVRLA
River Lodge
Badminton Court
Amesham
HP7 0DD

The BVRLA will aim to resolve the matter using the information presented to both parties to the dispute. Please send any evidence you wish to be considered with the complaint as the Conciliation Service is an evidence based service. Any information requested from Latitude should be sent within five working days to the BVRLA. 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.

What is covered in the Conciliation Service?

The CS will investigate potential breaches of codes of conduct, which sets out the standard the BVRLA expects from its members. The Conciliation Service can only look at matters that relate to disputes arising from the activity of BVRLA members.

Where the Conciliation Service finds in favour of the customer, they will aim to ensure that any unjustified charges incorrectly raised by Latitude are refunded in full. The service cannot adjudicate on the quantum of the amount charged, only on whether the charge was correctly raised.

The Conciliation Service does not award compensation payments in relation to alleged financial losses or inconvenience caused. As a BVRLA member, Latitude must comply with the rulings of the Conciliation Service. Use of the service does not restrict your rights to pursue remedies through the courts.