

# Complaints Procedure

If you feel we have failed to provide you with the expected level of service, please tell us why and where we failed. Our complaints procedure follows the claims management services regulations and complaints handling rules. You may make your complaint verbally, in writing or by email.

If making a complaint via email or in writing please include your full name and address on all correspondence and provide as much information about the service provided, the individuals or department involved and why you felt the service we offered did not meet your expectations.

Complaints may be made to:

Complaints Department, Progress Vehicle Management, Progress Business Park, Hillside, Rushmore Hill, Knockholt, Sevenoaks, TN14 7NL Email: [complaints@progressvehiclemanagement.co.uk](mailto:complaints@progressvehiclemanagement.co.uk)

Phone: to 0208 760 0714

## Process

We will send a written or electronic acknowledgement of a complaint within 5 business days giving the name and job title of the individual handling the complaint for the business

### **Within eight weeks of receiving a complaint we will provide**

- (a) a final response which adequately addresses the complaint: or
- (b) a response which; - explains why we are still not in a position to make final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and inform you that you may refer the handling of the complaint to the Legal Ombudsman if you are dissatisfied with the delay.

Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress it may involve an apology.

### **If you are still dissatisfied after receiving a final response**

Let us know in writing or by telephone why you remain dissatisfied so that we can investigate further, referring it to senior management if necessary. Hopefully this process will bring the matter to an amicable conclusion.

If we still cannot reach a resolution

If you are not satisfied with our decision, or if a complaint is not resolved after eight weeks, you may refer the complaint to:

Financial Ombudsman, Harbour Exchange Square, London E14 9SR

Telephone: 0800 023 4567

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

### **Finally**

We take every complaint and suggestion seriously. We systematically record the complaints received and the subsequent actions taken. The number of complaints, their nature and the speed with which they are dealt with are all monitored.