

## **What to do if you wish to make a complaint**

At iCarLease we take great pride in our customer service levels. But if you feel we have fallen short of the mark you would expect from us, we have a complaints procedure in place designed to help you resolve any issues as quickly and appropriately as possible.

Below you will find an easy to follow step-by-step guide to making a complaint and what to expect at each stage.

### **Introduction**

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any purchase or service experience it is important that you let us know.

The easiest way to do this is via the steps below:

### **Making a Suggestion**

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone making purchases and/or receiving services may make a suggestion. First, you should speak to the account manager or sales support.

If the suggestion is something that T. C. Harrison Group Limited as a company may need to consider you can also send it to:

Matthew Rothwell – [matthew.rothwell@icarlease.co.uk](mailto:matthew.rothwell@icarlease.co.uk)

Head of Brokerage

T. C. Harrison Group Limited,

Milford House,

Mill Street, Bakewell,

Derbyshire,

DE45 1HH

### **Making a complaint**

If you feel you need to make a more formal complaint, we aim to handle complaints efficiently and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. T. C.

Harrison Group Limited assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

### **Who can complain**

Anyone adversely affected by the way T. C. Harrison Group Limited serve our customers can make a complaint. A representative may complain on behalf of an affected person if they:

- Are deceased
- Cannot or do not feel confident to make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to endeavour to find someone from an independent organisation to act as an advocate for you.

### **How to make a complaint**

You can complain with any of the below methods. We will though ask for all complaints to be put in writing, detailing the issue any specifics and the desired outcome

- in person
- by telephone
- by email
- by letter
- through a member of our staff
- through an advocate or representative

### **Anonymous complaints**

We will deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

### **Responsibility**

The relevant Departmental Manager has authority and responsibility for dealing with all complaints made about their departments' service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or

- advice on where you may get that help with your complaint.

### **How we handle complaints**

T. C. Harrison Group Limited will request the appropriate member of our management team to investigate the complaint. That person will have sufficient seniority, authority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it. All complaints are handled on a free of charge basis.

We will keep you informed about the progress of the investigation. We aim to have most complaints concluded within 14 working days. When a complaint is more detailed/complex we may need longer to understand all aspects. If a longer period of time is required, we will tell you why and we will keep you informed on progress. For finance and/or insurance related complaints we may require up to 8 weeks to investigate; further information on this type of complaint is provided later in this procedure and in these circumstances, we will always keep you fully informed on progress.

When we have finished investigating, we will inform you of our decision. Information will include;

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

### **Time Limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly; but we shall consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Some types of final response have regulatory timescales; for example, complaints with referral rights to the Financial Ombudsman Service (FOS). In these instances, the final response from T. C. Harrison Group Limited will be provided in writing giving clear details of referral rights and time limits. All referrals to the Financial Ombudsman Service (FOS) are free of charge and must be made within 6 months of a final response from us. Referrals to the Motor Ombudsman are also free of charge and must be made within 12 months of making a purchase/receiving a service from us, or our final response letter.

### **Further Steps**

At any stage during the process, if you are not happy with the way our management representative is dealing with your complaint you may escalate to their Managing Director. The complaint will then be investigated by the Managing Director who will liaise with you to understand all of the detail before reaching a final decision. In these instances, a final response to your complaint will be made in writing and will be deemed as a final outcome by T. C. Harrison Group Limited.



When we have investigated your complaint, if you are not happy with the final-outcome, you may refer your complaint to the [British Vehicle Rental and Leasing Association Conciliation service](#).

Details on how you may contact this organisation are provided below. BVRLA River Lodge Badminton Court Amersham HP7 0DD Fax: 01494 434499 Email: [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)