

IF YOU WISH TO COMPLAIN

Resolving problems quickly and effectively

We always aim to provide a high standard of service to all our customers. However, there may be times when something leaves you disappointed or dissatisfied.

Please tell us if you are unhappy or have a complaint about any aspect of our service. Everything we learn from our customers helps us to consider changes that will ensure we meet your expectations now and in the future.

- How to make a complaint
- How we will handle your complaint
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- How to complain to the Financial Ombudsman

How to make a complaint

If you wish to complain, please get in touch with us as soon as possible. You can contact us by phone, in person, in writing or by e-mail as follows:

Address: Logical Customer Relations Team, Touchstone Two, Pinewood Business Park, Coleshill Road, Birmingham, B37 7HG.

Telephone: 0121 779 0921 (Calls may be recorded).

Email: info@logicalvm.co.uk

A note about e-mailed complaints

If you choose to complain by e-mail, we will usually respond to your e-mail address. However, there may be occasions when we will need to respond to you by post, to ensure privacy or where we need to enclose copies of documents.

How we will handle your complaint

We are committed to resolving any complaints fairly and promptly. Striving to minimise your inconvenience, we will listen to your concerns and try to agree a solution with you.

The member of our team who you first contact will discuss your complaint and identify with you what we can do to put it right. The more information you can provide, the quicker we can try to fix the problem.

Sometimes, we will not be able to sort everything out for you right away. If so, we will acknowledge your complaint in writing within **five** working days. On these occasions, we aim to resolve matters within **14** days.

If your complaint is particularly complicated, it may take longer to remedy. In this case, you will receive a letter from us giving you reasons for the delay and an indication of when we expect to resolve your complaint.

If together we cannot reach an agreement by the end of **eight** weeks:

- We will send you a letter giving you our reasons for the delay and an indication of when we expect to provide a resolution

or

- We will issue our final response letter, which will explain our final position.

If your complaint relates to a finance agreement regulated by the Consumer Credit Act (CCA) or to a contract of general insurance, you may have a right of referral to the Financial Conduct Authority. For more information, please refer to the information shown below about the Financial Conduct Authority.

If you are still not satisfied

If, for whatever reason, you are still not satisfied with the outcome of your complaint, you should get in touch directly with the Logical team or person who has handled the matter so far. They will then agree the next steps with you.

If you are still not satisfied, you may refer your complaint in writing to our Managing Director, who will investigate and respond to you within **21** days. Contact: The Managing Director, Logical Vehicle Management Limited, Touchstone Two, Pinewood Business Park, Coleshill Road, Birmingham, B37 7HG.

If together we cannot reach agreement, you may also refer your complaint to the Finance & Leasing Association (FLA), which will look into your complaint and try to conciliate.

The FLA can be contacted at: **The Compliance Manager, Finance & Leasing Association, 15-19 Kingsway, London, WC2B 6UN.** Telephone: **020 7836 6511.**

How to refer a complaint to the Financial Ombudsman

If you decide you want the Financial Ombudsman Service to look into your complaint, you must contact them within **six months** of the date of any final response issued by us.

You can write to them at: **Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.** Telephone: **0845 080 1800** (Calls may be recorded. Maximum call charge from a BT landline is 5p per minute. Calls from other networks may vary.)

For helpful information, visit the Financial Ombudsman website at: www.financial-ombudsman.org.uk (opens in new window)

The financial Ombudsman Service offers a free independent service and can help with most financial complaints. However, there are some limitations on what the Financial Ombudsman Service can look into, and more information about this can be obtained from them directly.