

COMPLAINTS PROCEDURE

At RVM Fleet Services Limited, we aim to offer you the best level of customer service at all times, but there may be occasions when you feel you have cause for complaint. If so, we will always try and resolve the problem quickly and to your satisfaction.

If you remain unhappy with our response, you can take your complaint further through our complaints procedure outlined below. Following our complaints procedure does not affect your legal rights.

Step 1 – Making your complaint

You may notify our company of your complaint orally or by means of written communication. As stated above, we will aim to settle your complaint immediately but sometimes it may take longer to look into the matter fully. If this is the case, we will acknowledge your complaint within 5 working days and let you know who will be dealing with your complaint.

In the first instance, please contact our offices on:

Phone: **0870 4002300**
Fax: **0870 4002301**
E-mail: complaints@rvmfleetservices.co.uk
Post: RVM Fleet Services Ltd
Complaints Department
Westbourne House
60 Bagley Lane
Leeds
LS28 5LY

Please note that any correspondence you send to RVM Fleet Services Ltd will be dealt with within 10 working days and we will provide you with an adequate response detailing any outcome and the current status of your complaint.

Step 2 – Final Response or Holding Letter

Within four weeks of receiving the complaint we will send you a final response or alternatively, if the complaint has not yet been resolved, we will forward a written explanation of the reasons why and when we anticipate making further contact with you. This will be within eight weeks of receiving the complaint.