

# Our Complaints Policy



## Customer Satisfaction:

We are committed to providing a top-quality service for our customers, suppliers, funders and other business associates. However, we appreciate that you might encounter frustrations within parts of the leasing process and at times our partners and / or ourselves might make an error that negatively impacts your experience. As a team we really want to take ownership and learn from these issues to improve our business and to turn around your experience into a more positive one. Because of this approach and our regulatory obligations, we aim to respond positively and quickly to all complaints.

## Informal Complaints Policy:

**Defined as issues resolved quickly and that are outside of the FCA regulatory jurisdiction**

We recognise that many customers concerns may be raised informally with our staff, and that these can often be resolved immediately or at least very quickly. We define an informal complaint as one that is both resolved quickly and is outside of the jurisdiction of the regulator (FCA). Examples can include complaints that aren't relating to the finance itself including supply or mechanical issues. It is important to note that these complaints are not eligible for escalation to the financial ombudsman service however customers can use the BVRLA conciliation service for disputes.

## Our approach to informal complaints:

- Resolve informal concerns in a satisfactory and timely manner.
- Empower our staff to deal with the issue at first hand either verbally or over email.
- Enable mediation between the complainant and the individual or company to whom the complaint has been referred (e.g. dealership or manufacturer).
- Log all complaints so that we can improve our process and where possible remove such issues for future customers.

An informal approach to complaint handling is deemed appropriate only when it can be achieved. If concerns cannot be satisfactorily resolved informally, we will follow our formal complaints procedure including investigation via our designated complaints handler.

## BVRLA Conciliation Service:

Motion Vehicles are a member of the BVRLA rental and leasing trade body for the UK. The BVRLA offer a conciliation service that aims to provide an independent review to assist resolution. In order to use this service details of the complaint should be submitted in writing or by email to:

Chief Executive  
British Vehicle Rental and Leasing Association  
River Lodge  
Badminton Court  
Amersham  
HP7 0DD

Email: [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)

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## Formal Complaints Policy

**Defined as issues within the FCA regulatory jurisdiction and also that cannot be resolved without some investigation**

We will not be able to resolve all complaints immediately and that some issues will be complex, requiring investigation to determine what has gone wrong within the process.

### Our approach to formal complaints:

- Provide clear instruction on our complaints procedure via our customer facing website.
- Ensuring making a complaint is as easy as possible.
- Treat each complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- Deal with all complaints promptly, politely and when appropriate, confidentially.
- Respond in the right way - for example, with an explanation, an apology and if appropriate a financial contribution to ensure the customer is not out of pocket due to error.
- Review each complaint and learn from them, use them to improve our service, and review annually our complaints policy and procedures.
- Log all complaints and if a resolution is not achieved make sure the customer knows what options are available including the Financial Ombudsman and the BVRLA Services.

### Complainants responsibility

Lodge their complaint, in writing, either through the online facility at the bottom of this page, by e-mail or by letter to Motion Vehicles. Alternatively, we can also take complaints over the phone.

Explain the issue as clearly and as fully as possible, including details of any prior communication or actions taken to date.

To be aware that Motion Vehicles may need to do a full review to enable us to respond appropriately.

## Formal complaints - what are the steps and timescales?

### Step 1 - complaint is received

The complaint is received by Motion Vehicles in writing, via email or via the telephone. Letters should be written for the attention of the Complaints Manager. Contact details are as follows:

Motion Vehicles  
Complaints Manager  
Badger Farm  
Willowpit Lane  
Hilton  
Derby  
Derbyshire  
DE65 5FN

Email: [complaints@motionvehicles.com](mailto:complaints@motionvehicles.com)

Tel: 01332 300 044

### Step 2 - complaint acknowledgment

You can expect your complaint to be acknowledged immediately, or within 5 working days from the complaint investigator at Motion Vehicles. If the complaint handler is able to send a final response within 5 working days, you will just receive the final response letter. It is our aim at Motion Vehicles to acknowledge your complaint as soon as possible.

If the final response is accepted by the complainant, then please jump to step 5.

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## **Step 3 - dealing with your complaint**

If you have received an acknowledgement from us, the complaint investigator will resolve your complaint fully within four weeks or alternatively send a holding response if we have been unable to produce a final response within this timescale.

If the final response is accepted by the complainant, then please jump to step 5.

## **Step 4 - final resolution response**

If you have received a holding response from us, the complaint investigator will aim to resolve your complaint fully within eight weeks or alternatively send a further holding response.

If the full resolution response has been issued by Motion Vehicles and this is accepted by the complainant then please jump to step 5.

## **Step 5 - what happens if the complainant does not accept the resolution?**

At this stage the complainant has two options available. If the complaint is regarding an issue that is under the jurisdiction of the financial ombudsman service (FOS) then the complainant can write to the FOS and have them investigate the complaint on an independent basis. We will classify your complaint right at the beginning of the complaint process and will be to give you details of eligibility and also the process regarding the FOS.

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

Where complaints fall outside of the FOS jurisdiction the complainant also has the option to get in touch with the BVRLA (trade body for rental and leasing). The BVRLA offer a conciliation service and as Motion Vehicles are an accredited member you have access to ask for an independent review.

In order to use this service details of the complaint should be submitted in writing or by email to:

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British Vehicle Rental and Leasing Association  
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Badminton Court  
Amersham  
HP7 0DD

Email: [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)

The Financial Ombudsman Service:-  
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