



## Complaints Procedure – OSV Ltd

If you have a complaint with any aspect of the service you have received from any member of staff at OSV Ltd, we want to hear about it. Your feedback is very important to us and treating customers fairly is central to our business, therefore if you are dis-satisfied, we are committed to helping you in the best possible way and providing you with a fair and reasonable complaints management process that is designed for your best interests

If you wish to make a complaint, please follow these steps:

1. Write to us with details of your complaint by post or email or alternatively contact us by telephone and discuss your complaint.

Address:

Martin Mitton  
OSV Ltd  
Unit D1 Yeoman Gate  
Yeoman Way  
Worthing  
West Sussex  
BN13 3QZ

Or email [Martin.Mitton@osv.ltd.uk](mailto:Martin.Mitton@osv.ltd.uk) or [Andrew@osv.ltd.uk](mailto:Andrew@osv.ltd.uk)

If you wish to contact us by telephone, please call the office on **01903 538835**, state the name of your Account Manager and let us know that you wish to make a complaint and you will be put through to the relevant Line Manager to discuss details of your complaint.

2. You can expect to receive formal acknowledgement within 5 days, it is likely that we will call you to discuss the details and clarify all relevant points in order for us to conduct a full investigation.
3. We will then fully investigate your complaint, listen to any relevant call recordings, go through any email history and conduct any internal meetings in order to establish the cause of the complaint and any actions that need to be taken to resolve the complaint.
4. You will then receive a formal response to your complaint within 30 days.

If after following our internal complaints procedure you are still dis-satisfied, you have further options available to you.

You can contact the BVRLA (British Vehicle Rental and Leasing Association) our trade body as they have a conciliation service to assist customers and members.

### **BVRLA Conciliation Service**

Unresolved Complaints may be referred to the BVRLA by either OSV Ltd or the customer.

Details of the complaint should be submitted to [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)

Or can be sent by post to:

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

The BVRLA will resolve complaints within 30 days.

**Alternatively if your complaint is in relation to a Finance product or service** and you feel that you have not been treated fairly you can contact our compliance company Automotive Compliance Ltd.

If this is the case we will ask you to put your complaint in writing and send it to Automotive Compliance Ltd, Middleborough House, 16 Middleborough, Colchester, CO1 1QT

Your complaint will be investigated and dealt with in using the following procedure

Day 7 from the date of receipt

Our aim is to provide you with a full reply should this not be possible pending further investigation, we will confirm who will be handling your investigation / complaint.

Day 28

Your complaint would have been investigated and you will be notified in writing with our response. If your complaint has not been resolved to your satisfaction we would ask that you contact us and we will review your concerns should we be unable to provide you with a full response by this time frame we will contact you with a progress report on your complaint and anticipated time frame.

Day 56 (8 Weeks from receipt of complaint)

In the unlikely event that your complaint has not been resolved at the earlier time frames, a senior manager will complete a review and write to you with a final response.

If you remain dis-satisfied you can contact FOS. Please see details below.....

### **The Financial Ombudsman Service (FOS)**

If you have exhausted all other avenues and having been given the final response you are still dissatisfied, you can contact the Financial Ombudsman Service within 6 months of our final response. The Financial Ombudsman Service (FOS) investigates complaints about most financial products and services provided in or from the UK that remain unresolved after exhaustion of the Firms own complaints procedure. You can find out more about the service by contacting The Financial Ombudsman Service South Quay Plaza 183 Marsh Wall London E14 9SR Telephone: 0845 080 1800