Car Benefit Solutions Internal Complaints Procedure

At Car Benefit Solutions, we are committed to providing our Customers with a high level of care and service.

However, should something go wrong, our Internal Complaints Procedure will ensure that your concerns are fully investigated and addressed within the timeframes provided by our regulators, the Financial Conduct Authority (FCA) and the Financial Ombudsman Service (FOS).

From the day we receive your complaint, we will;

- ✓ Contact you and attempt to resolve your complaint within 3 working days

Where it has not been possible to resolve your complaint within 3 working days, we will;

- ✓ Send you a letter of acknowledgment promptly
- ✓ Assign a senior member of our team to investigate your complaint
- ✓ Send you a copy of our Internal Complaints Procedure
- ✓ Provide you with our contact telephone number and e-mail address

We will keep you informed of the progress of our investigation by;

- ✓ Sending you a letter at **15** and **30** working day intervals, where it has not been possible to conclude your complaint by these times, explaining the current position and when you can expect our final decision

When we have concluded our investigation, we will;

- ✓ Send you our final response letter within **8 weeks** of the date of receipt of your complaint
- ✓ Provide you with a copy of the Financial Ombudsman Service's standard explanatory leaflet and details of their website

If your complaint is not resolved, you may be entitled to refer your concerns to the Financial Ombudsman Service. For more information see: www.financial-ombudsman.org.uk

Should you wish to discuss any element of your complaint, you can contact us on 0161 567 9133, or alternately, you can e-mail us at Complaints@carbenefitsolutions.co.uk

Our office hours are 9am – 5pm Monday to Friday.