



COMPLAINTS PROCEDURE

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@rvmuk.com

Post : RVM Assist Ltd
Complaints Department
Westbourne House
60 Bagley Lane
Leeds
LS28 5LY

Please note that any correspondence you send to RVM Assist 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 4 weeks of receiving the complaint we will forward a final response to the complaint 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 must be within eight weeks of receiving the complaint.



Step 3 – Final or Other Response within Eight weeks

At the end of the eight- week period, we will send our final response letter or alternatively, in the unlikely event that you remain unhappy, we will give you reasons for the further delay and also advise you when we expect to be able to provide a final response.

If we are unable to provide a final response at this stage, we will also advise you that you may refer the complaint to the Financial Ombudsman Service and forward you a copy of the Financial Ombudsman Service’s explanatory leaflet.

Note

If within eight weeks we have sent you a written response which...

A – offers compensation (whether or not the complaint is accepted) or rejects the complaint with reasons for doing so

B – informs you how to pursue the complaint with our company if you remain unhappy

C- refers to the availability of the Financial Ombudsman Service

D- Indicates that the claim will be closed if no further response is received from you within eight weeks

We will not be obliged to continue to comply with step 2 or 3 unless you remain dissatisfied, in which case, our obligation to these steps resumes.

If you, the complainant takes more than a week to reply to any written communication, the additional time in excess of a week will not count for the purposes of the time limits already described.

Upon receipt of our final response, please note that all referrals that are to be presented to the Financial Ombudsman Service, must be made within six months of receiving our final response.

A Closed Complaint

A complaint will be considered ‘closed’ when

- A- we have sent our final response
- B- you have sent your acceptance in writing
- C- you have not responded within the eight-week period