



ServicingPRO



VANS
North West Ltd



LeasingPRO

Complaints Policy and Procedure

About Us

Vans North West Ltd ("the Company", "we", "us" or "our") is authorised and regulated by the Financial Conduct Authority for consumer credit activities and insurance distribution. Our Firm Reference Number is 648909.

We are a member of the British Vehicle Rental and Leasing Association and adhere to their Code of Conduct.

We operate as a vehicle retailer and may also act as a credit broker (not a lender) where finance is arranged.

Purpose

The purpose of this policy is to ensure that all complaints are handled fairly, consistently and promptly, and in line with regulatory requirements.

We aim to:

- Recognise and record all complaints appropriately
- Investigate complaints in a fair and timely manner
- Resolve complaints in line with FCA requirements
- Use complaint feedback to improve our services and customer outcomes

This policy aligns with the Financial Conduct Authority's Dispute Resolution rules (DISP) and Consumer Duty requirements.

Scope

This policy applies to all employees and all complaints received from customers or their authorised representatives.

Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, whether justified or not, about the provision of, or failure to provide, a service.

All staff are responsible for identifying and reporting complaints in line with this definition.

How Complaints Can Be Made

Complaints can be made by:

- Telephone
- Email
- In writing
- In person

Customers can contact us using the following details:

Email: enquiries@vansalesnorthwest.co.uk

Phone: 01942 270114



Vans North West Ltd, our trading and registered address is Haydock Lane, Haydock Industrial Estate, St. Helens, Merseyside, WA11 9UY.

www.vansalesnorthwest.co.uk | Email: sales@vansalesnorthwest.co.uk

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Post: Vans North West Ltd, Haydock Lane, St Helens, Merseyside, WA11 9UY

Recording Complaints

All complaints must be recorded promptly in the Complaints Register.

The following information will be recorded:

Customer details

Nature of the complaint

Date received

Actions taken

Outcome of the complaint

Records of all communications must be accurate and comply with data protection requirements.

Complaints Resolved Quickly

Where a complaint is resolved to the customer's satisfaction within 3 business days, we will:

Record the complaint

Issue a Summary Resolution Communication to the customer

Acknowledging Complaints

We will acknowledge complaints promptly and no later than 5 working days after receipt.

The acknowledgement will include:

Confirmation that the complaint has been received

A summary of the complaint

Details of who is handling the complaint

Investigation

Complaints will be investigated fairly, independently and thoroughly.

The investigation will be carried out by a competent individual who has not been directly involved in the issue where possible.

All relevant information and evidence will be considered, and findings will be clearly documented.

Customer Communication

We will keep customers informed of the progress of their complaint.

If a complaint is not resolved within 4 weeks, we will send a written update explaining the progress and expected next steps.

Final Response

We will provide a final response within 8 weeks of receiving the complaint.



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The final response will:

Clearly state the outcome of the complaint

Explain our findings

Set out any offer of redress where appropriate

Provide details of the customer's right to refer the complaint to the Financial Ombudsman Service

Redress

Where appropriate, we will offer fair and reasonable redress. This may include:

An apology

Corrective action

A goodwill gesture

Financial compensation where applicable

All decisions will be based on the individual circumstances of the complaint and aim to achieve a fair outcome.

Vulnerable Customers

We recognise that some customers may be in vulnerable circumstances and require additional support.

We will:

Train staff to recognise signs of vulnerability

Adapt communication where needed

Allow additional time for customers to respond or make decisions

Treat all customers with care, sensitivity and respect

Complaints and Consumer Duty

Complaints are an important part of how we monitor customer outcomes.

We use complaint data to:

Identify trends and recurring issues

Assess whether customers are receiving fair value

Identify and mitigate potential harm

Improve our products, services and processes

Escalation

If a customer is not satisfied with our final response, they may refer their complaint to the Financial Ombudsman Service.

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Website: www.financial-ombudsman.org.uk



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Telephone: 0800 023 4567

Customers may also contact the British Vehicle Rental and Leasing Association conciliation service where appropriate.

Closing a Complaint

A complaint will be considered closed when either:

A final response has been issued, or

A summary resolution communication has been issued

Record Keeping

All complaint records will be retained for a minimum of 6 years.

Records will include complaint details, investigation notes, correspondence and final outcomes.

Monitoring and Reporting

We regularly review complaints data, including:

Number and type of complaints

Root causes

Time taken to resolve complaints

Outcomes and redress

This information is used to improve our processes and ensure customers receive good outcomes.

Training and Awareness

All staff receive training on complaints handling and their responsibilities under this policy.

Staff must understand how to identify, record and escalate complaints.

Policy Review

This policy is reviewed annually or sooner if required due to regulatory changes.

Responsibility for this policy rests with senior management.



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