



Park Lane Garage
Warrington Road
Wigan
WN3 6XB

Phone: 01942 231 123

www.alphalease.co.uk

info@alphalease.co.uk

COMPLAINTS CONTACT DETAILS

Name: Complaints Department
Telephone: 01942 231 123
Address: Park Lane Garage, Warrington Road, Wigan, WN3 6XB
Email: info@alphalease.co.uk

OUR PROCEDURES

Any complaint verbal or written will be referred to our *Complaints Department* at the earliest opportunity or to a member of the senior management. We will also...

- Acknowledge the complaint in writing promptly
- Give details in our acknowledgement letter of the Financial Ombudsman Service
- Make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep you informed of our progress
- Discuss with you our findings and proposed response.

You will receive contact from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.

ADVISER OR PROVIDER

Clients often express dissatisfaction to their adviser about the product provider. We will need to establish whether or not your complaint relates to the advice given, the adviser service or the service or performance of the product provider. If unclear, this must not delay investigation and we will proceed with our own investigation. The *Complaints Department* will review this matter and take the complaint to the provider if appropriate in consultation with you.

Alpha Motors (Wigan Ltd) t/a Alphalease are a credit broker and not a lender, we are authorised and regulated by the Financial Conduct Authority.

BVRLA Registration Number: 7006 | Financial Services Register Number: 653004 | Company Registration Number: 04126776 | ICO Registration Number: ZA160128 | VAT Registration Number: 344070580 |
Registered Office: Park Lane Garage, Warrington Road, Goose Green, Wigan, WN3 6XB



INVESTIGATION

The Complaints Department will establish the nature and scope of your complaint having due regards to the Financial Conduct Authority's direction:

- Deal with Complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress.

ELIGIBLE COMPLAINANTS

It is the firm's policy to treat all complainants the same, however, *eligible complainants* are legally defined and have additional rights in law that we must acknowledge and adhere to.

FINAL RESPONSE

This will set out clearly the firm's decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

We must include details of the Financial Ombudsman Service in the final response if dealing with an *eligible complainant* and a regulated activity, we will:

- Explain that the complainant must refer the matter to the ombudsman within six months of the date of this letter or the right to use this service is lost.
- Indicate whether or not we consent to waiver the relevant time limits.

COMPLAINTS SETTLED WITHIN 3 BUSINESS DAYS

Complaints that can be settled to your satisfaction within 3 business days can be recorded and communicated differently.

Where we can consider a complaint to be resolved to your satisfaction under this section, we will promptly send you a **'Summary Resolution Communication'**, being a written communication from us.

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CLOSING A COMPLAINT

We will consider a complaint closed when we have made our final response to you. This does not prevent you from exercising any rights you may have to refer the matter to the Financial Ombudsman Service.

BVRLA CONCILIATION SERVICE

We are members of the BVRLA, our membership number is 7006. Any unresolved disputes may be referred to the BVRLA.

The BVRLA will aim to resolve the matter using the information presented by both parties to the dispute. Any information from the member should be sent to the BVRLA within five working days. Based on the information available, the BVRLA will provide both parties with its findings and recommendations.

The BVRLA will aim to resolve complaints through the Conciliation Service within 30 days.

Contact Details:

Website	http://www.bvrla.co.uk/advice/guidance/using-bvrlas-conciliation-service
Email	complaint@bvrla.co.uk
Address	BVRLA, River Lodge, Badminton Court, Church Street, Amersham, Buckinghamshire, HP7 0DD

FINANCIAL OMBUDSMAN SERVICE

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

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CONTACTING THE FINANCIAL OMBUDSMAN SERVICE

Address	The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
Telephone	0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)
Email	complaint.info@financial-ombudsman.org.uk
Website	www.financial-ombudsman.org.uk

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