

COMPLAINTS POLICY

Introduction

At Lease Options Limited t/a Traction Finance, our aim is to provide a first class level of service, and we are committed to treating our customers fairly, however issues do arise from time to time.

If you have a Complaint

A complaint is any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of, a person about the provision of, or failure to provide, a financial service, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience. You may register your complaint by letter, email, or phone.

Complaints Procedure

- Complaints can be made by letter, email or telephone at:
 - Traction Finance,
Unit 33 City Business Park, Creighton Road, Dunmurry, Belfast BT17 9HY
 - info@tractionfinance.com
 - 00 44 28 9030 9000
- We will acknowledge receipt of the complaint by customers preferred method within three working days
- We aim to resolve all complaints as quickly as possible. If it is not possible to reach a prompt conclusion, we will contact the customer with an explanation, and set out expected timescales by which matters should be resolved
- We aim to resolve all our customer complaints internally. If, however, the customer is not satisfied with the final outcome of our complaints procedure, they are able to contact The Financial Ombudsman, details can be found at:
<http://www.financial-ombudsman.org.uk/contact/index.html>
Non-financial complaints can be directed to Trading Standards
- The customer may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at www.bvrla.co.uk or by contacting complaint@bvrla.co.uk