

## COMPLAINTS POLICY

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### Introduction

At Radius Vehicle Solutions (NI) Limited, our aim is to provide a first class level of service, so if you have a cause for complaint, we want to know about it. We are committed to treating our customers fairly, however issues do arise from time to time. If you're not happy then we're unhappy too.

### What Is A Complaint

Being authorised and regulated by the Financial Conduct Authority, we define a complaint as "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."

### Our Complaints Process

To resolve any issues as quickly as possible, please contact us by telephone or in writing.

**Radius Vehicle Solutions (NI) Limited**  
Unit 33 City Business Park,  
Dunmurry,  
BT17 9HY  
**Telephone: 028 9030 9000**  
**Email: [rvsie.info@radius.com](mailto:rvsie.info@radius.com)**

To assist us with your complaint please provide as much information as possible, including your name, contact information and vehicle registration or reference number.

We always try to resolve any complaints received immediately. Where possible we will aim to resolve your complaint within 3 working days providing you with a summary resolution letter as full and final response. Any complaint not resolved in the 3 working days will follow our full complaint process:

We will acknowledge your complaint in writing within five business days providing you with details of the complaint handler. During this time we will investigate your complaint fully, we may need to speak with other departments, companies or suppliers in order to resolve your query, we promise to keep in touch and will write to you within eight weeks with our progress and findings.

Where we are unable to provide you with a final written response within 8 weeks, you will receive an explanation as to why the complaint is taking longer than expected. We will continue our investigations and aim to respond finally as quickly as possible. We will consider your complaint closed after we have issued our final response.

### If You Remain Dissatisfied

Up to 6 months from receipt of either our summary resolution letter, final response, or our 8 week summary holding letter, you may be entitled to refer your matter to the Financial Ombudsman Service should you remain dissatisfied with our resolution. You can do this by contacting:

**Financial Ombudsman Service**  
Exchange Tower,  
London,  
E14 9SR  
**Telephone: 0800 023 4567**  
**Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**  
**Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**

### **Alternative Resolution Process**

In addition to your legal right to refer your complaint to the Financial Ombudsman Service, you may refer your complaint to the British Vehicle Rental & Leasing Association (BVRLA) Conciliation Service. The BVRLA is our trade body and is approved by the government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

**BVRLA  
River Lodge  
Badminton Court  
Amersham  
HP7 0DD**

**Email: [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)**

**Website: [www.bvrla.co.uk/consumer-advice/making-a-complaint-adr.html](http://www.bvrla.co.uk/consumer-advice/making-a-complaint-adr.html)**