

Our Complaints Procedure

We pride ourselves on our excellent working relationships with our clients and we are very pleased to say that we very rarely need to utilise this procedure. However, it is vital that we have a set procedure in place should an issue ever arise.

We would look to resolve any issue with no need of the procedure but we are aware that there could be an instance where we may require more investigation and at that point we would look to initiate the following procedure.

In the event that we are unable to resolve a service or quality issue with Rivervale, our Company Secretary will serve as the person for conflict resolution. If the issue still cannot be resolved satisfactorily our Chief Operating Officer (COO) will become involved. All details are recorded and filed. We will adopt the following steps in conflict resolution:

If you have a complaint

We define a complaint as any expressions of dissatisfaction, whether oral or written and whether justified or not.

Your complaint will be taken seriously and we will make every effort to resolve the problem straight away.

To help us deal with your complaint as speedily as possible, it would be helpful if you could provide us with as much information as possible.

You can notify us of your complaint through the following channels:

In Writing: Rivervale House, 50 Victoria Road, Portslade, East Sussex, BN41 1XB
Telephone: 01273 433480
Email: info@rivervale.co.uk

What happens if your complaint cannot be resolved right away?

There may be times when we need to carry out further investigations and will not be able to resolve your complaint straight away.

Once received, your complaint will be investigated and dealt with in the following way:

Complaint Acknowledgement

We will confirm who will be looking into your complaint within 5 working days of receiving your complaint.

By 4 Weeks

Your complaint will have hopefully been investigated and a full response provided to you at this stage. Whoever, if for any reason we are still unable to provide a full response by this time, we will contact you with an update of the current situation.

By 8 Weeks

In the unlikely event that your complaint has not been resolved at an earlier stage, Vince Pemberton, Chief Operating Officer, will complete a review and we will write to you with a final response.

If you are still dissatisfied

If you wish to pursue your complaint further you can contract the Financial Ombudsman within six months of your final response. However, you will need to check that your complaint falls within its terms of reference.

We are BVRLA members and operate within their published code of conduct. If you have any complaints regarding the lease of your car, you are entitled to take your complaint directly to the BVRLA. Their contact details are as follows:

By telephone: 01494 434747

By facsimile: 01494 434499

By email: info@bvrla.co.uk

By post: River Lodge, Badminton Court, Amersham, Bucks HP7 0DD

In order to comply with legislation introduced on the 1st January 2007 we are obliged to provide the following information:

Company Name: Rivervale Cars Ltd

Registered office: Rivervale House, 50 Victoria Road, Portslade, Brighton, BN41 1XB

Registration number: 4898201(Registered in England)

Contact email: info@rivervaleleasing.co.uk

VAT number: 831 9582 10