

Compagnie Generale de Location d'Equipements UK Branch Complaints Handling Policy

Our Objective

Compagnie Generale de Location d'Equipements UK Branch (**CGI FINANCE**) is committed to providing high quality products and services, courteous and professional customer care and ensuring our customers are treated fairly.

We recognise that there may be instances where you feel that we may have made a mistake or that we, our products or services do not meet your expectations. In such instances, we want to be made aware so we can investigate the matter further as a complaint. All information you provide will be treated seriously and we will endeavour to resolve any complaint in a fair, timely and appropriate manner.

This page sets out further information on how we handle complaints.

How to contact us to make a complaint

If you have a complaint, you can contact us through one of the channels set out below.

Email address: complaints@cgifinance.co.uk

Telephone number: **01590 610689**

Postal address: **First & Second Floor, 55 High Street, Lymington, Hampshire SO41 9AH.**

Information to help us investigate your complaint

To help us investigate any complaint in a timely manner, we ask that you please provide as much information as possible when you raise a complaint, including the following:

- Your full name
- Your contact details
- Full details of your complaint, and any supporting documentation you feel is relevant.

What we do after receiving a complaint

Following receipt of your complaint, we will send a written acknowledgement to you within 3 business days to confirm that we have received your complaint. We will aim to resolve your complaint as promptly as possible. We may get in contact with you for further information, where necessary, to help with our investigation of the complaint.

We will seek to provide you with a final response within eight weeks following receipt of your complaint. In some cases, this may not be possible because of the complexity of your complaint or because we need to obtain information from third parties for example. In this case we will issue a holding letter to you, which explains why we are not in a position to send a final response, indicate when we expect to be able to provide one and provide you with information regarding the Financial Ombudsman Service.

Financial Ombudsman Service

If you are not satisfied with the outcome of your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service (**FOS**), a free and independent body set up by law to help settle individual disputes between customers and financial services firms.

We will communicate details of the FOS with our final response letter.

You can contact the FOS via the following channels:

Email address: complaint.info@financial-ombudsman.org.uk

Telephone number: 0800 023 4567 (8am-5pm Monday to Friday and 9am-1pm on Saturday)

More information about the FOS can be found on their website [here](#).