



## Complaints Policy

We will respond to any complaint within 5 working days by e-mail or phone.

Where the complaint is regarding a leased vehicle we will ensure that customers are given full contact details of the lease company to contact. We will ensure we keep in regular contact with the customer until they confirm their complaint has been resolved

If the complaint is about Castle Minibus, or one of its employees, we will aim to resolve the complaint within 10 working days

If the complaint is regarding Safety Inspections we will aim to resolve the complaint within 14 working days

Whilst complaints are being investigated we will keep customers updated on the progress of their complaint

If the customer does not feel the complaint has been resolved they can contact the BVRLA with the full details of their complaint.

Details should be submitted to: [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)

Or posted to:

British Vehicle Rental and Leasing Association  
River Lodge  
Badminton Court  
Amersham  
HP7 0DD

In certain circumstances customers can also contact the Financial Ombudsman Service. Before taking this step, the customer needs to check that the Ombudsman can handle their complaint. The Ombudsman is Independent and impartial and is responsible to the Financial Conduct Authority and they can be contacted at:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Tel: 020 7964 1001