

complaints process

At Fleet Evolution, we value our customers. We aim to provide the best service possible. Sometimes, things don't go quite right. There are times when we may give less than adequate service, or our suppliers fall short. Sometimes our customers feel upset when they hear about costs and want to leave feedback. We have a robust complaints process to investigate any issues so we can better improve. We handle all complaints seriously, whether we uphold the complaint or not.

If you wish to complain about any part of our service, please email our Office Manager, Emily, at engagement@fleetevolution.com. Or, [click here](#) to go to our feedback page. There, you can rate our service and leave comments. You will receive an acknowledgement email within one working day. Then, we will begin investigating your complaint immediately. As we work with other teams and suppliers, we may need to contact them for further information. So, it may take a few days for us to get back to you.

We will write back to you with our initial findings after 14 working days of your complaint. This gives us enough time to carry out our investigation. We will discuss all complaints and outcomes during our management meeting. These meetings are held on the third week of every month. Please rest assured you have not been forgotten.

If you are unhappy with our response, you may escalate any complaint to our regulatory body, the BVRLA. They will arbitrate and make partial decisions about the complaint. You will need to contact them within 6 months of our final response. The BVRLA aim to issue their Summary Resolution Communication for complaints within 3 business days. For all other complaints, they aim to resolve them within 8 weeks. They typically take 30 days to investigate complaints. Please come to us first. This does not affect your right to escalate to BVRLA. For details on how the BVRLA process works, [click here](#).

We raise all complaints in our management meeting. We will discuss them with our managing director, Andrew Leech.

The Financial Conduct Authority (FCA) states 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, claims management service or redress determination. To be an eligible complainant a person must also have a complaint which arises from matters relevant to one or more of the following relationships with the respondent, the complainant is (or was) a customer of the respondent.