

1st Leasing Complaints Handling Procedure

It is our aim to provide a high standard of service to all customers. It is also important that any complaints are resolved as quickly as possible and to the satisfaction of our customers.

If you have a complaint about our service then we would like to hear from you. You can contact us by telephone, email or in writing and your complaint will be resolved in the shortest possible time by the appropriate person.

To register a complaint contact us by:

Telephone: 01158 240670

Email: sales@1st-leasing.co.uk

Or write to us at: 10 Farr Way, Blidworth, Notts, NG21 0UB

In order for us to investigate and resolve your complaint as quickly as possible please provide us with the following:

Your name and contact information

Full details of your complaint

Your vehicle reg number & lease agreement details. (where applicable)

Copies of any relevant paperwork

We will try to resolve your complaint as quickly as possible, if you are not satisfied with our handling of your complaint you can refer the matter to the Financial Ombudsman Service.

If you have any questions in relation to our Complaints Handling Procedure, please contact us telephone, email or in writing Email: sales@1st-leasing.co.uk Telephone: 01158 240670 or write to us at: 10 Farr Way, Blidworth, Nottinghamshire, NG21 0UB

29/09/2023