



COMPLAINTS PROCEDURE

Dispute Resolution: DISP 1: Treating customers fairly...

Complaints received by letter: (Besure Autos ltd, 20 Castleton Close, Leeds LS12 2DS)

All complaints received by letter should be forwarded to the Complaints Officer/ Director Dastan Jaff for a written response.

Complaints received by email: (info@besureautos.co.uk)

All complaints received by email should be forwarded to Dastan Jaff by email and flagged as high importance.

On receipt of a complaint the complainant will be sent a prompt written acknowledgement providing early reassurance that the complaint has been received and is being dealt with. The complainant will be kept informed thereafter of the progress of the measures being taken for the complaint's resolution.

We will aim to send the complainant a written statement providing the findings within 4 weeks of date of receipt of complaint.

If the complaint is more complex, an explanatory holding response will be sent advising that additional time is required to investigate the complaint. we will provide a final response within 8 weeks or a further explanatory letter advising of the details for the further delay.

This letter will inform the complainant that he is entitled to contact the Financial Ombudsman Service (FOS) if he is not satisfied with the delay.

Where complaints are resolved by close of the third business day, a summary resolution communication will be sent promptly to the complainant.

Once the complaint has been investigated to a standard we are satisfied with, the findings will be reported back to the complainant and the complainant's response retained. We will keep a record of the complaint for 5 years.

Summary Resolution Communication

Where we believe that a complaint has been resolved a summary resolution communication will be sent promptly to the complainant.

The final response letter sent to the customer will give the address and other contact details of FOS and include a copy of the FOS's standard explanatory leaflet so that if the complainant is unsatisfied with the resolution of the complaint, he has the opportunity to pursue the complaint via the FOS scheme within six months of the date of the final email received from us.

For further information on the FOS please see: <http://www.financialombudsman.org.uk/>

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Note: The Ombudsman will not consider a case which has not first been referred to the Firm in the first instance. All complaints, whether considered significant or minor, will be reported to Officer/Director Dastan Jaff on behalf of Besure Autos Ltd and logged using the Complaints Log. The record will detail the Firm's response and any action taken. Action taken will be recorded on the Complaints Rectification Log.

This will be monitored and provide Management Information where any recurring issues will be identified and resolved.