

## Complaints Policy

Broadway Leasing Limited is committed to providing services of the highest standard. If for any reason, you feel you are not entirely satisfied with any aspect of our service, please let us know straight away.

Please let us know what has happened by providing a clear description of your complaint and whether any 3rd party is involved; details of what you would like us to do to resolve your complaint, and, if appropriate, copies of any relevant supporting documentation.

You can call us, email us or write to us. Our contact information is detailed at the bottom of this document.

We will contact you within 3 working days to let you know we are considering your complaint and clarify any points where necessary. We will investigate your complaint competently, diligently and impartially.

We will keep you regularly updated about what is happening and discuss our findings. We will consider all the available evidence, the circumstances, relevant laws or regulation, as well as guidance from the Financial Ombudsman Service where applicable. When we have investigated your complaint, we will write to you within 21 days of sending the acknowledgment e-mail to let you know our final response. We will provide a written reply to the complaint, including suggestions for resolving the matter. If it is going to take us more than eight weeks to resolve your complaint, from when you first contacted us, we will update you on our progress and explain why it is still ongoing.

We will indicate within the communication whether we consent to waive the relevant time limits as set out in the FCA handbook (Dispute Resolution) if this is applicable.

If you are not satisfied with how we dealt with your complaint or you are not happy with our decision and wish to take it further, you may be able to contact the Financial Ombudsman Service (FOS) regarding your complaint provided that the complaint concerns a regulated activity or you fall within the classification of an "eligible complainant". FOS contact details are:

Address: Financial Ombudsman Service (FOS), Exchange Tower, London, E14 9SR

Tel: 0207 964 1000

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)