

Proveeda

professional vehicle providers

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COMPLAINTS PROCEDURE

Complaints Handling Procedure

It is the aim of Linkfield Limited t/a Proveeda to provide a very high standard of service to every customer. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our customers. This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint:

If you have a complaint about any aspect of our service, then we would like to hear from you. We will try to resolve your complaint promptly; however, sometimes, this may not be possible.

In this event, we will keep you informed as below:

Within 48 Hours

We will acknowledge receipt of your complaint.

Within 10 days

We will provide you with an update and contact details if no resolution has been reached at this stage.

Within 28 days

We will endeavour to resolve the complaint with a full response provided, however, if we are unable to do so at this stage, we will provide you with an update and relevant information about the investigation.

Within 8 weeks

We will provide a final written response and information on services you can access should you be dissatisfied with the resolution (detailed below).

To register a complaint contact us by either: • emailing us at: jeremy@proveeda.co.uk or simon@proveeda.co.uk • calling us on: 01473210000 • writing to us at: 519 London Road Ipswich IP2 0ST

You have the right to refer your complaint to the Financial Ombudsman Service which is free to use. Their contact details are Financial Ombudsman Service, Exchange Tower, London E14 9SR; telephone 0800 023 4567; email complaint.info@financialombudsman.org.uk; their website is www.financial-ombudsman.org.uk