



## Complaints procedure

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Puddy's Vehicle Solutions Limited (PVS) is committed to providing all our clients with the service they expect and demand in this fast pace environment. We are all about the detail and making sure all the numbers stack up and that we provide you with the best customer service in the industry.

If, however, you have cause to make a complaint we would invite you to contact our Managing Director, Marcus Puddy. Please email in the first instance:

[Marcus@pvsgroupuk.com](mailto:Marcus@pvsgroupuk.com)

Marcus will acknowledge your email within 48 hours of receipt.

As a team we will then seek to communicate with you to discuss your complaint and work collectively to find a solution.

Should our response to your complaint not be satisfactory, you have the opportunity to take your concerns to The Financial Ombudsman Service: -

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

This statement is reviewed annually and was last reviewed and amended by the Office Manager on 21<sup>st</sup> May 2019 and approved by Marcus Puddy, Managing Director.

Signed by Marcus Puddy, Managing Director of Puddy's Vehicles Solutions Limited.

A handwritten signature in black ink, appearing to read 'm puddy', with a horizontal line underneath.

Document control		
Version	Date	Change summary
Version 1	24 <sup>th</sup> May 2018	Original document
Version 2	21 <sup>st</sup> May 2019	Re-branding & new email address change
Policy revision date	May 2020	