

Purpose

eLeasing takes complaints seriously and has developed this Complaints Process to ensure every complaint is handled efficiently, formally registered, managed through a clear resolution pathway and, where possible, resolved within an appropriate timeframe.

① **Receive Complaint** → ② **Investigate Complaint** → ③ **Resolve Complaint**

Receive Complaint

Record and acknowledge every complaint promptly.

- Acknowledge receipt in writing and explain the next steps.
- Capture the complaint date, complainant details and relevant information.
- Allocate a unique complaint reference number.
- Store all complaint records securely.

Investigate Complaint

Conduct a fair, timely and transparent investigation.

- Investigate all relevant facts.
- Provide a realistic response timeframe.
- Keep the complainant informed throughout.

Resolve Complaint

Issue a clear written outcome.

- Provide a Decision Notice summarising the complaint and investigation.
- Acknowledge any fault where appropriate.
- Outline any settlement offer and settlement timeframe.

If Your Complaint Remains Unresolved

If you are not satisfied with our Decision Notice, please let us know. We will consider any further information you provide and make reasonable efforts to resolve your complaint.