

Complaints Process

eLeasing take complaints seriously and have developed a "Complaints Process" allowing any complaint to:

- Be handled in an efficient manner.
- Be resolved (if possible) within an adequate time frame.
- Be formally registered.
- Have a clear path of resolution.

Following is the eLeasing Complaints Process which is used as the basis for handling any complaints we receive.

Receive Complaint

- eLeasing will acknowledge receipt of the complaint and outline the next steps to the complainant in writing, including FSCL's role in the complaint process.
- eLeasing will capture key complaint information i.e. the date the complaint is lodged, details of the complainant, and when the complaint occurred.
- eLeasing will allocate the complaint with a unique reference number.
- All information regarding the complaint will be kept in a central secure system.

Investigate Complaint

- eLeasing will investigate the complaint.
- eLeasing will set a realistic timeframe regarding a response and with an attitude of "earliest opportunity".
- eLeasing will keep the complainant informed of the investigation.

Resolve Complaint

eLeasing will issue a **Decision Notice** in writing to the complainant including:

- A summary of the complaint including the outcome of the investigation and views of the issues raised.
- Acknowledgement of any fault on the part of eLeasing.
- Details of any offer eLeasing make regarding settlement of the complaint. This will also include a timeframe for settlement.

If the Decision Notice is not accepted eLeasing will then issue a Deadlock Notice in writing to the complainant stating that eLeasing has reached the view that it is unable to resolve the complaint internally. eLeasing will then outline the next steps that the complainant may take in relation to the FSCL scheme.

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