

Forbes Rentals Complaints Procedure

At Forbes Rentals we are committed to providing the highest quality service. Unfortunately, despite our best intentions, things may still occasionally go wrong. When this happens we need to be informed about them so that every effort can be made to put things right and to prevent similar problems in the future. Please be assured that we are committed to resolving your complaint fairly and quickly and in most cases this can be achieved immediately by contacting the relevant department.

Our staff will try to resolve your complaint by listening to you and understanding what you believe to have gone wrong.

We want to:-

- Make it easy for you to raise your complaint;
- Listen to your complaint;
- Consider how you would like us to resolve your complaint;
- Make sure you are satisfied with how your complaint was handled.

How to make a complaint.

The complaints procedure we follow is detailed below. It tells you how quickly we will deal with your complaint and who to contact if you are not satisfied with our response.

If you are not satisfied with any aspect of our service or products you can tell us about your concerns in the following ways.

Stage 1 - Please contact the relevant department as soon as possible. Our staff will try to resolve your complaint by listening to you and understanding what you consider to have gone wrong.

You can also contact us with full details of your complaint:-

In writing - address your letter to Forbes Rentals, Customer Service Manager, 7 Wells Place, Redhill, Surrey, RH1 3DR.

By phone - use your usual number for contacting us or ring 01737 647400.

Email - complaints@forbes-rentals.co.uk

If we have not been able to resolve matters by the end of the following business day, after we first received your complaint:-

Stage 2 - (Two Days) We will write to you to acknowledge your complaint and tell you who is dealing with your complaint.

Stage 3 - (Ten Days) In the majority of cases we will be able to resolve your complaint within ten business days of receiving it. If we have not resolved it within ten business days we will contact you again to update you with progress and tell you how much longer we anticipate it will take.

Stage 4 - (Eight Weeks) In exceptional circumstances, where your complaint is particularly complex, matters may take up to eight weeks to resolve. When we have sent you a response explaining how we will or have settled your complaint and we do not hear from you within eight weeks we will consider your complaint closed.

Stage 5 - When an agreement cannot be reached

If your complaint is not resolved within eight weeks we will either write to you requesting more time to look into the complaint or we will send you a Final Response Letter.

After eight weeks, if you remain dissatisfied with the response you have received, you may be eligible to contact the Financial Ombudsman Service to discuss your complaint. They may be able to look into your complaint and help you reach a satisfactory conclusion.

Final Response Letter

Forbes Rentals is a member of the Financial Ombudsman Service and if we cannot reach agreement with you we will send you a 'Final Response Letter'. This will clearly set out our position with regard to your complaint and will advise you on how to contact the Financial Ombudsman Service if you wish them to review your case.

For independent advice you may write to:- The Financial Ombudsman Service, Exchange Tower, London, E14 9SR, as it offers a free independent service and they can help with most financial complaints. However, there are some limitations on what the Financial Ombudsman Service can look into and further information about this can be obtained from them directly.