



### **JusDrive Complaints Procedure**

At JusDrive Ltd we pride ourselves on providing an excellent level of service for all our customers and potential customers. If for any reason you are unhappy with any part of the service that we have provided please do get in touch with us as soon as possible to ensure that we can deal with it in a timely and satisfactory manner.

#### **If you have a Complaint**

Please direct any complaints to the JusDrive team via any method listed below.

#### **Complaints Procedure**

- Complaints can be made by letter, email or telephone at:
  - JusDrive Ltd, Building 3 North London Business Park, Brunswick Park Road, London N11 1GN
  - [info@jusdrive.co.uk](mailto:info@jusdrive.co.uk)
  - 020 3668 1534
- We will acknowledge receipt of the complaint by customers preferred method within three working days
- We aim to resolve all complaints as quickly as possible. If it is not possible to reach a prompt conclusion, we will contact the customer with an explanation, and set out expected timescales by which matters should be resolved
- We aim to resolve all our customer complaints internally. If, however, the customer is not satisfied with the final outcome of our complaint's procedure, they are able to contact The Financial Ombudsman, details can be found at:  
[http: www.financial-ombudsman.org.uk/contact/index.html](http://www.financial-ombudsman.org.uk/contact/index.html)  
Non-financial complaints can be directed to Trading Standards
- The customer may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at [www.bvrla.co.uk](http://www.bvrla.co.uk) or by contacting [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)