

# RENTAFFORD

## Complaints Process.

Here at Rentafford we aim to give you a 5-star service for any hire, big or small. We will always provide fully comprehensive insurance and full breakdown cover. If, however you are not happy with something or incur a problem within our control please inform us immediately so that we can endeavour to put things right.

If you have a Complaint:

- Complaints can be made by telephone, email or letter at:
  - 01822614317
  - [enquiries@rentafford.com](mailto:enquiries@rentafford.com)
  - Rentafford, Unit 11 Plymouth Road Industrial Estate, Tavistock.  
PL19 9QN
- 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 outcome of our complaints 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)