

Complaints Procedure

Proximo Limited is committed to providing a high-quality legal service to all of our customers. When something goes wrong we need you to tell us about it as this will help us to improve our service and standards.

In the event that you are unhappy with any aspect of our service please let us know. We are keen to ensure that should you have cause to complain, your complaint is dealt with in a positive and pro-active manner.

We aim to resolve complaints quickly and fairly as part of an on-going commitment to excellent customer service.

Our Complaints Procedure

A complaint is any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf, of any person about the provision of, or failure to provide a financial service, which alleges that the person has suffered (or may suffer) financial loss, material distress or material inconvenience.

We will investigate complaints made by telephone, in person, email or letter either from you or from someone acting on your behalf.

Immediate Resolution Stage

A member of the team investigating your concerns in conjunction with their line manager would hope that the complaint can be resolved to your satisfaction within 24 hours, and if it is we will forward confirmation in writing of what we have agreed to do and your rights.

If the complaint cannot be dealt with to your satisfaction by the person dealing with your case the Department Manager will contact you directly, and will use their best endeavours to resolve the complaint to your satisfaction within a further 48 hours.

We would hope the Department Manager is able to resolve the complaint to your satisfaction, and if it is we will forward confirmation in writing of what we have agreed to do and your rights.

The latest you will receive written communication if your complaint has been resolved is 3 working days from your complaint.

Further Investigation

Where the complaint has not been resolved by the Department Manager, our customer experience team will complete an investigation into the matters raised, and will respond to your complaint within 8 weeks

The Customer Experience department contact details are as follows:

Phone: 0808 145 4253

Email: customerexperience@proximo.co.uk

Address: Proximo Limited, Park House, Sovereign Way, Chester CH1 4QN

Is your complaint about the rental experience or the quality of the hire vehicle you received?

Proximo are members of the British Vehicle Rental and Leasing Association (BVRLA) and as part of this membership must adhere to an industry standard recognised Code of Conduct. If you are not satisfied with our response on matters relating to the rental experience you received or the quality of the hire vehicle, you can refer your complaint to the BVRLA Conciliation Service for an independent adjudication free of charge.

The BVRLA aims to resolve complaints through the Conciliation Service within 30 days and is approved by the Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

Details should be submitted by email to: complaint@bvrla.co.uk

If you do not have access to email, details can be sent by post to:

British Vehicle Rental and Leasing Association
River Lodge, Badminton Court
Amersham HP7 0DD

Is your complaint about the benefits or our administration of the Legal Expenses Insurance, Hire Policy, Excess Protect Policy, Family Protection Legal Solutions, or Breakdown Policy?

Depending on the nature of your complaint you may be in a position to refer your complaint to the Financial Ombudsman Service. If your complaint is not to do with the benefits under a policy or product you have purchased with or via Proximo, the Financial Ombudsman Service will not be able to consider your complaint.

Details of the Financial Ombudsman Service are noted below in the event that your complaint is of a regulatory nature, and is one that can be considered by them.

If you remain dissatisfied with the response you receive from the customer service team “You have the right to refer your complaint to the Financial Ombudsman Service, free of charge but you must do so within six months of the date of the final response”.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Ombudsman will not normally deal with complaints unless our complaints procedure has been exhausted. The maximum period we are allowed to deal with your complaint is 8 weeks however as detailed above we will try and deal with your complaint quicker than that.

Any complaint to the Ombudsman must usually be made within six years of the reason for your complaint or three years from when you found out the reason for your complaint.

Contact Details for the Ombudsman are:

Phone: 020 7964 1000
Email: complaint.info@financial-ombudsman.org.uk
Address: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

When we respond to your complaint in full we will inform you clearly whether we believe you have referral rights and the correct organisation(s) that you may refer your complaint to.

