

COMPLAINTS POLICY

If you have a complaint about our service, please contact us on 020 3858 0161 or at contact@adamantean.net

We will acknowledge your complaint within five working days. We aim to resolve complaints within two weeks and to provide a final response to all complaints within eight weeks.

If your agreement is regulated under the Consumer Credit Act and if after making a complaint you are still unhappy and feel the matter has not been resolved to your satisfaction, please contact the Financial Ombudsman Service.

The Financial Ombudsman Service (FOS) can be contacted at:

Email: complaint.info@financial-ombudsman.org.uk
Web Site: www.financial-ombudsman.org.uk
UK: 0300 123 91 23
Abroad: +44 20 7964 1000

Financial Ombudsman Service
Exchange Tower
London, E14 9SR

The Process:

Adamantean Limited will investigate all complaints competently, diligently and impartially. Any expression of dissatisfaction about the hire service will be treated as a complaint.

Once a complaint is received Adamantean will review all the facts and will speak to all individuals involved. Findings will then be recorded along with any recommendations and the outcome will be communicated back to the customer in writing.

Gareth Wilding is responsible for managing complaints.

The Procedure:

Customers will be informed of the contact details for making a complaint.

Upon the receipt of your complaint we will write to you with an acknowledgement.

Adamantean aims to resolve all complaints immediately on receipt or within ten working days.

Adamantean is required by law to send you a final response within eight weeks of receipt of the complaint.

Adamantean is also required by law to send the customer a copy of the Financial Ombudsman Service's standard explanatory leaflet.

If unable to make a final response within the eight weeks Adamantean will send the customer a letter to explain why a final response could not be made and indicate when it is expected to provide you with one.

The customer will be informed if she/he is unhappy with the decision she/he has the right to refer the complaint to the Financial Ombudsman Services within six months.

FOS leaflet Your Complaint and the Ombudsman will be provided with the final response letter.

The Decision:

Adamantean aims to explain in a clear way the assessment of the complaint, the decision made and offer any remedial action or redress.

Maintaining Confidentiality:

Complaints will be handled with discretion and access to information about individual investigations will only be shared with those who have a legitimate access requirement. In determining access requirements

Adamantean will have regard to the legislative requirements such as data protection legislation and freedom of information legislation.