

Our Commitment to Handing Customer Complaints

This process covers the following sections that are part of the Thompson Leisure Ltd group:

Thompson Leisure Ltd
Thompson Camper Cars
Thompson Leisure aftersales
TLL Rent

We take all complaints seriously.

Our process for dealing with complaints received by us will differ on what the complaint is about.

1. Products regulated by the Financial Conduct Authority (**FCA**)

We will treat as an FCA product complaint (**FCA Complaint**) any oral, written or email expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience. This includes complaints made to our dealership, to our Sales team or Aftersales Service.

2. Goods and non-financial services

All other complaints regarding goods or non-financial services supplied by us will be treated as a **general complaint**.

PROCESS FOR GENERAL COMPLAINTS

Many concerns can be dealt with straight away but sometimes it is necessary for us to look into the matters you have raised in more detail. Whether or not you have contacted the department that you have been dealing with direct, the department will still be responsible for attempting to resolve your concern.

PROCESS FOR FCA COMPLAINTS

In addition to the process above, when reviewing all FCA Complaints and we have different process, as follows:

- Promptly following receipt of your complaint

Any FCA Complaint that has not been resolved straight away will be recorded by our General Manager and we will acknowledge your concerns.

If we believe that another firm or company is responsible for the matters to which your complaint relates and is therefore best placed to resolve it, we may forward your complaint to them to investigate. If we do so, we will write to you to let you know and will give you the name of the firm or company to which we are forwarding your complaint.

- Within eight weeks from receipt

We will aim to have completed our investigation and provide you with our final response in relation to your complaint within eight weeks of receiving your complaint. If we cannot provide you with our response within eight weeks, we will contact you explaining why this is the case and indicate when a response will be sent to you. You will also be advised of your right to take the matter to the Financial Ombudsman Service should you be dissatisfied with the outcome of our investigation and our final response.

The outcome of each centrally recorded concern is also reviewed either by our Director, General Manager, Sales Manager or Operations Manager (on a weekly rota).