



We pride ourselves on always delivering the very best service to our customers with open, honest advice and doing our very best to fulfil your needs.

If you have any complaints or issues you would like to raise, we welcome your feedback and are here to assist you. Your satisfaction is of utmost importance to us, and we strive to continuously improve our services.

If you have a Complaint

To address your concerns effectively, please contact us through email info@globevhs.co.uk or call 01628 478542. Our contact information can also be found on our website www.globevhs.co.uk or on your rental agreement and purchase receipt.

Complaints Procedure

- Complaints can be made by letter, email or telephone at:
 - ADDRESS: Globe Vehicle Hire & Sales Ltd, Globe Park, First Avenue, Marlow SL7 1YA
 - EMAIL: info@globevhs.co.uk
 - TELEPHONE: 01628 478542
- 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 complaints procedure, they are able to contact The Financial Ombudsman, details can be found at:
<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 or by contacting complaint@bvrla.co.uk