

Our Treating Customers Fairly Policy

At Caledonian Independent Leasing we pride ourselves on being able to help our customers find the best possible vehicle finance for their circumstances.

Our aims are best set out as follows

- Treating Customers Fairly
- Working to meet our customers' expectations
- Treating customers as we like to be treated ourselves

These words reflect the culture and philosophy that is central to our activity. We recognise, however, that to fulfil this objective we must:

- Invest in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly
- Monitor enquiries and activities to ensure that each vehicle finance enquiry is treated consistently and that any advice given is in the customers' best interests

Continually assess the services we provide to ensure we can meet changing requirements

- Provide documentation to clearly and unambiguously explain how our vehicle finance and contract hire agreements work
- Empower our staff to ensure any concerns raised by a customer are immediately addressed

We monitor our ability to achieve these standards through:

- Company and Funder training sessions
- Benchmarking performance against quality standards
- Internal and external audits

Caledonian Independent Leasing strives to provide the best of service by staff that are trained and committed to caring for customers at every point of contact with us. We understand the needs of our business customers and personal customers, wherever they are and whatever their choice of finance product may be.

We will help you choose an appropriate vehicle for your needs, arrange a suitable finance package to include vehicle servicing, if chosen as part of your contract. As your contract draws to a close, we'll be in touch to arrange collection of your vehicle and help you to choose a replacement vehicle if required.

Corporate fleet managers and personal leasing customers benefit from our association with the UK's largest finance houses and vehicle funders.