

## **Octopus Electric Vehicles Limited Complaints Procedure**

### **How to complain**

We are committed to great customer service. If you are dissatisfied with our service please contact us on 020 3870 3892 or email [feedback@octopusev.com](mailto:feedback@octopusev.com) or write to us at Customer Service, 1 Upper James Street, London, W1F 9DE. We are committed to acknowledging your feedback within 3 working days of receipt and making all reasonable efforts to resolving it promptly. If we can't resolve any issues immediately we will provide you with a timescale and keep you regularly updated with our progress. If we are unable to resolve the matter to your satisfaction you may be able to refer your complaint to the Financial Ombudsman Service (<http://www.financial-ombudsman.org.uk/>).