

Contacting Us

If you have a concern with either your vehicle or the service you have received, please firstly raise this with our Sales Manager or our After Sales Manager, they are best placed to assist you.

Raise a Formal Complaint

Should you remain unhappy, our management team will escalate your concerns to our Customer Care team for an independent review and ultimately our final response.

To help us investigate and try to resolve your complaint, we'll ask for the following information:

1. Your name, address and best contact details.
2. A clear description of your complaint and desired resolution.
3. Copies of any supporting documents.

It is our aim to resolve your complaint promptly and we will adhere to the following timescales:

- Within 5 working days, provide a written acknowledgement of your complaint.
- Keep you updated on the progress of your complaint, and within 8 weeks of receiving your complaint, we will write to you with our final response or update you advising when we will be in a position to provide you with one.

We may not always provide the answer you are looking for, but we will make sure we offer a clear explanation for our decision.

Final Response

Though we will always aim to resolve your complaint at the earliest opportunity, we are required to respond to all complaints with our final outcome within 8 weeks or explain why and how much further time is required.

The final outcome letter will include:

- our decision and reason as to whether the complaint has been upheld or rejected.
- details of any redress/remedial action being (or that has been) taken.
- your right to refer to the Financial Ombudsman Service (FOS) if you remain unsatisfied with the outcome, along with their contact details.

Please note, at any point, if we need longer to investigate or cannot resolve your complaint within 8 weeks, we will keep you informed of the current situation and the planned course of action.

For further help and advice related to Finance and Insurance complaints, contact from The Financial Ombudsman Service,

WEB: www.financial-ombudsman.org.uk/

Email: complaint.info@financial-ombudsman.org.uk

Writing: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

For further help and advice related to mechanical complaints, contact The Motor Ombudsman (TMO) Service

WEB: www.themotorombudsman.org

Phone: 0345 241 3008

Writing: The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN,

For further help and advice related Data Protection complaints, contact The Information Commissioner's Office (ICO)

WEB: <https://ico.org.uk/make-a-complaint/>

Phone: 0303 123 1113