

Clwydian Cars - Complaint Procedure

How to Make a Complaint

We are committed to responding promptly and fairly to any complaints or expressions of dissatisfaction from our customers. Within this document, you will find details of our internal complaints procedure, including the timeframe in which we will respond to you.

Who should you complain to?

You can make a complaint to us in person, or in writing :-

Address: Clwydian Cars , Rhyl Road, Denbigh, Denbighshire, LL16 5TH or Email: Sales@clwydian.co.uk

What will we do next?

Our aim is to provide a satisfactory solution as speedily as possible. Therefore, we will endeavour to resolve the problem there and then. In some cases, further investigation may be required. If this is the case, we will try and provide an answer by the end of the next working day following receipt of your complaint.

If this is not possible, we will send you a written acknowledgement within five working days of receipt of your complaint. This will state the name of the person who is handling your case along with their contact details and confirm our understanding of the nature of your concerns. Please ensure that our understanding of your complaint is correct as misunderstanding will cause delays.

When will we contact you again?

We may contact you by telephone or email in order to gain a better understanding of your complaint.

Following this phone call, we will either provide our written response within four weeks of receipt of your complaint, or we will send a holding letter to you to explain why we have not been able to do so and when we will expect to make further contact.

If after eight weeks we have still not provided a final response to your complaint, we will write to you giving reasons for the delay and tell you when we expect to be able to provide a final response. If you are able to refer your complaint to the financial/motor ombudsman service, we will explain the process and provide you with the necessary details. Alternatively, you may still choose to wait until we are in a position to provide our final response.

What do we mean by final response?

The final response will provide you with our findings from our investigation into your complaint and we will explain whether it has been upheld or not upheld. In both cases, we will explain the reasons for our decision. Where it is appropriate, we may make an offer of redress, taking in to account the

individual circumstances of each case investigated. This will not always include financial redress and may simply be an apology. Our aim is to treat all customers consistently and fairly.

What happens if you remain dissatisfied?

The final response signals the end of the complaint's procedure. However, we will provide details of how you may escalate your complaint if you remain dissatisfied following the outcome of our investigation. You may have the right to refer your complaint to the Financial/ Motor Ombudsman service. You must do so within 6 months of our final response to you.

For more information please read the Financial Ombudsman's leaflet 'Your complaint and the Ombudsman' which is available at www.financial-ombudsman.org.uk/publications