

COMPLAINTS PROCEDURE

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint about any aspect of our service, then we would like to hear from you. We will try to resolve your complaint promptly, however, sometimes this may not be possible. In this event, we will keep you informed as detailed below:

To register a complaint contact us by either:

Mailing us at: complaints@dsalmoncars.co.uk

Writing to us at: Complaints Manager, D Salmon Cars, Sheepen Road, Colchester. CO3 3LE

Within 48 hours we will acknowledge receipt of your complaint.

Within 10 days we will provide you with an update and contact details if no resolution has been reached at this stage.

Within 28 days we will endeavour to resolve the complaint with a full response provided, however, if we are unable to do so at this stage, we will provide you with an update and relevant information about the investigation.

Within 8 weeks we will provide a final written response and information on services you can access should you be dissatisfied with the resolution (detailed below).

If we cannot resolve your complaint within 8 weeks, you may refer your dispute to the Financial Ombudsman Service. This service is free to use. Their consumer helpline is available on 0800 023 4567 or 0300 123 9123 or you can visit their website at www.financial-ombudsman.org.uk

Regulated Complaints Post: Automotive Compliance Ltd, The Factory, 44 Alfred Street, Gloucester, GL1 4DD Telephone: 01452671560 E-mail: complaints@automotive-compliance.co.uk