

# Complaints Procedure

Although we endeavour to meet our customers' expectations at all times, we understand that from time to time complaints may arise.

Your complaint will be taken seriously and we will make every effort to resolve the problem straight away.

We define a complaint as any expression of dissatisfaction, whether oral or written.

**In order to respond quickly to your complaint it would be really useful if you could provide us with the following information:**

- Vehicle details - Vehicle Registration Number, Make & Model
- Documents - Copies of your point of sale documents including your credit agreement
- Complaint - A clear statement of what your complaint is about and the resolution you require

## **Who should I contact with my complaint?**

We would encourage you to contact the line Manager of the department you have a complaint about. Alternatively, please use the following:

- Email: [justin.manley@anthony.volkswagen.co.uk](mailto:justin.manley@anthony.volkswagen.co.uk)
- Post: Justin Manley, Anthony Motors Limited, Llanbadarn Road, Aberystwyth, Ceredigion, SY23 3QP
- Telephone: 01970 626666

## **How will my complaint be dealt with and what happens if it cannot be resolved right away?**

1. We will endeavour to acknowledge your complaint within 5 working days of receiving it, Monday - Friday.
2. We will conduct a thorough investigation and look to issue a response within 4 weeks. If the investigation is likely to take longer than 4 weeks, we will ensure that we inform you of this, explaining the reason and likely response time.
3. 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 The Financial Ombudsman Service:**

- Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)
- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Phone: 0800 023 4567 or 0300 123 9123
- Post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

**For further help and advice related to mechanical complaints contact The Motor Ombudsman (MO) Service:**

- Web: [www.themotorombudsman.org](http://www.themotorombudsman.org)
- Email: [consumer@tmo-uk.org](mailto:consumer@tmo-uk.org)
- Phone: 0345 241 3008
- Post: 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

Any reference to any of the above will not affect your right to take legal proceedings.