

Complaints Procedure

Our aim is to provide you with an excellent customer service.

WHAT IS A COMPLAINT

As per Financial Conduct Authority the definition of a complaint as any expression of dissatisfaction, whether oral or written and whether justified or not.

IF YOU HAVE A COMPLAINT

If you wish to make a complaint, please contact us via the telephone **07912 501726** or writing to us at **Kemberton Car Sales, 23 Halesfield, Telford, TF7 4NY**. or by emailing **sales@kembertoncarsales.co.uk**. We will send you a letter acknowledging receipt of your complaint within 7 days of us receiving the complaint.

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

UPON RECEIPT OF A COMPLAINT:

We will date stamp it and log it on our Complaint Management System.
Assess if the complaint is for us or a third party, e.g. finance provider.

WHAT HAPPENS IF WE CANNOT RESOLVE YOUR COMPLAINT STRAIGHT AWAY?

If we are not able to resolve your complaint straight away, we may need to carry out further investigations

Once received, your complaint will be investigated and dealt with in the following way:

By Day 7

We will try to provide you with a full reply. If this is not possible, we will confirm who will be looking into your complaint.

By Day 28

We will endeavour to investigate your complaint and provide a full response to you at this stage. However, if for any reason we are unable to provide a full response by this time, we will contact you and provide you with an update of the current situation.

By Day 56

In the unlikely event that your complaint has not been resolved by this stage, we will write to you with a final response.

WHAT IF THE VEHICLE PURCHASED IS ON FINANCE?

How does this Affect Us?

If the complaint is not for **Kemberton Car Sales**, the Complaint Handler will ensure it is passed to the correct business immediately, by use of the quickest method.

But also, at any point the customer is entitled to contact the finance company themselves or if you are unhappy with our decision and wish to take your complaint further, you can contact the finance company as we operate with a panel of lenders you can find the finance companies contact details on your contracts/policies_or we can supply the appropriate contact number on demand.

WHAT IF I AM UNHAPPY WITH THE DECISION?

If you are unhappy with our decision and wish to take your complaint further, you can contact the finance company you have your contracts/policies with and you can also ask the Financial Ombudsman Service to investigate your complaint for you.

The Financial Ombudsman is a free, independent service for resolving disputes between customers and financial services institutions. You will need to contact them within 6 months of our final response letter – and they will ask to see the letter as summary of our investigation of your complaint.

You can find more information at www.financial-ombudsman.org.uk or they can be contacted using the following numbers

From a UK landline: [0800 023 4567](tel:08000234567)

From a UK mobile: [0300 123 9123](tel:03001239123)