

## GENERAL COMPLAINTS PROCEDURE

### WHAT WE NEED FROM YOU?

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 if relevant
- **Complaint** - A clear statement of what your complaint is about and the resolution you require

### 1. WHO TO CONTACT.

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

[chris@holdersofcongresbury.com](mailto:chris@holdersofcongresbury.com)

or

Chris Hazell  
c/o Holders of Congresbury  
Station Road  
Congresbury  
BS49 5DX

### 2. ACKNOWLEDGEMENT.

We will endeavour to acknowledge your complaint within 5 working days of receiving it, Monday – Friday.

### 3. INVESTIGATE AND UPDATE.

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.

### 4. 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.

Some complaints relating to historic motor finance agreements (up to 2024) may take longer to resolve as the FCA has introduced a redress scheme for this area

For further help and advice related to Finance and Insurance complaints, contact **from** 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)

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](http://www.themotorombudsman.org)

Phone: [0345 241 3008](tel:03452413008)

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](tel:03031231113)