

## **What to do if you have a complaint**

Please e-mail: [sales@accringtongarages.co.uk](mailto:sales@accringtongarages.co.uk) or [service@accringtongarages.co.uk](mailto:service@accringtongarages.co.uk) or in writing: Customer Care Department, Accrington Garages. The Motor House, Burnley Road, Accrington, BB5 6DJ.

From time to time, there may be instances when you, our customer, are not satisfied with either the product or service that we have provided. In this instance, we would always like you to talk to us directly so that we can rectify this. We will look to respond to you as quickly as possible and we will provide you with our final response within 8 weeks of your complaint.

Whilst we are clearly committed to a high quality of customer service, in the unlikely event that we are unable to resolve your dispute, we will refer you to a provider of alternative dispute resolution (ADR). This will be either The Motor Ombudsman or the Financial Ombudsman Service (FOS), depending on the nature of the dispute. ADR is explained below.

### **When we will refer you to The Motor Ombudsman**

If you are unhappy with either a service or repair we have carried out or the purchase of a new or used vehicle, we abide by both the Motor Industry Service and Repair Code of Practice and the Motor Industry Vehicle Sales Code of Practice, which can be found on The Motor Ombudsman website - [www.themotorombudsman.org](http://www.themotorombudsman.org).

The Motor Ombudsman will offer free impartial information and, if appropriate, an ADR process in the event that you are not satisfied with the outcome of a concern.

For further information, you can visit The Motor Ombudsman website - [www.themotorombudsman.org](http://www.themotorombudsman.org) or call their Information Line on 0345 241 3008.

### **When we will refer you to the Financial Ombudsman Service**

If your complaint relates to the sale of a financial product or insurance, you can ask FOS to take an independent look at your complaint.

For further information, you can visit FOS' website - [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or call them on 0800 023 4567.