

COMPLAINTS POLICY

Coatbridge MOT Centre Ltd. Take pride in providing products and service of the highest standard. But we do understand that sometimes things can go wrong. If you have dissatisfied in any way or have any concerns, we will do our best to help resolve the situation in a fair and transparent way. We will investigate any complaints thoroughly and impartially obtaining additional information as necessary. Every complaint will be assessed fairly, consistently and promptly considering all relevant factors to ensure a fair outcome for you.

Step 1 Contact us If you have a concern with either your vehicle or the service you have received. Raise this with our Sales Manager or our After Sales Manager, they are best placed to assist you.

Step 2 Should you remain unhappy you can raise a Formal Complaint. Please contact us by your preferred method from the options below:

General Manager: Sales Telephone: **01236 430335**, Servicing/MOT Telephone: **01236 430332**. Address: **287 Dundyvan Road, Coatbridge, ML5 4AU**. Email: **info@coatbridgemotcentre.co.uk**

To help us investigate and try to resolve your complaint promptly, please provide us with the following information

1. Your name, address and best contact details.
2. A clear description of your complaint and current mileage.
3. Copies of any supporting documents and details of the date and mileage when your issue occurred.
4. It is our aim to resolve your complaint promptly and we will adhere to the following timescales: Within 5 working days, provide a written acknowledgement of your complaint and keep you updated on the progress of your complaint. Within 8 weeks of receiving your complaint, we will write to you with our final response or update you advising when we will be in a position to provide you with one. We may not always provide the answer you are looking for, but we will make sure we offer a clear explanation for our decision.

Step 3 What if I remain unhappy? If at any time you feel you have not been treated fairly by any member of our staff, please contact us at the address or telephone number above. Under distance marketing rules you have a 14-day period in which to cancel the purchase (cooling off period) of the vehicle. If you are obtaining the vehicle on finance this cooling off period does not apply.

FULL DISCLOSURE AND OUR TERMS AND CONDITIONS OF BUSINESS

Full detail will be provided by the finance company within their pre-contractual information. In line with the Data Protection Act 2018, your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering and renewing finance and insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes.

For full details of where your information will be sent and the purposes of such data transfer, please ask us. Your information will be retained for a period of up to twelve years. During this time, you have the right to obtain details of the information held and how it has been processed. If you would like to exercise any of these rights or have any concerns with how we are processing your data then please contact the office. If we are unable to resolve your concerns, then you have the right to refer the matter to the Information Commissioner's Office.

Further details about your rights and how to lodge a complaint can be found on the Information Commissioner's Office website (www.ico.org.uk/for-the-public). If you are dissatisfied with either our final response, or the reasons for any delay in providing this, you may be able to ask The Motor Ombudsman or The Financial Ombudsman Service, whichever applies to you, for an independent review. This is a free and independent service.

Please find their details below; For Motor Consumer Activities; The Motor Ombudsman Telephone: 0345 241 3008 71 Great Peter Street
Website: www.TheMotorOmbudsman.org London SW1P 2BN To pursue your complaint to them you must do so within 12 months from the date of our final response letter. For Finance related issues; Financial Ombudsman Service
Email: complaint.info@financial-ombudsman.org.uk Exchange Tower Telephone: 0300 123 9123 or 0800 023 4567 London Website: www.financial-ombudsman.org.uk E14 9SR To pursue your complaint to them you must do so within 6 months from the date of our final response letter.