

## **Banchory Car Centre Customer Complaints Process**

Our aim is to offer great products and excellent service, but we know sometimes things can go wrong. If you have any reason at all to complain, we will.

- Do our very best to put things right as soon as you get in touch.
- Where that's not possible, we will make sure you have the contact details of the person or team dealing with your complaint.
- No matter how you choose to tell us about your complaint, whether it is by phone, in branch, online or in writing, we will give it our full attention and commitment to resolving it for you.

### **Ways to Make a Complaint**

You can make a complaint verbally or in writing by visiting, telephoning, or emailing [billduncan@banchorycarcentre.co.uk](mailto:billduncan@banchorycarcentre.co.uk) . You can also visit our website at [www.banchorycarcentre.co.uk](http://www.banchorycarcentre.co.uk) .

### **How we will handle your complaint**

We will do all that we can to resolve your complaint the same day no matter how you communicate this to us.

It may take up to 30 days to provide a full response and we may need to call you to request further details to assist our investigations. Once we have all details and have investigated your concerns, we will issue you with a final response no later than 8 weeks.

If there are circumstances where we cannot issue a Final Response in this timescale, we will confirm this to you in writing. We will keep you fully updated with all our investigations. Should your complaint be a product regulated by the Financial Services Ombudsman and you remain unsatisfied with our decision or resolve, you may refer to them free of charge as follows.

### **Financial Services Ombudsman**

We will issue you a final response to your complaint. If you are still dissatisfied, you have the right to refer your complaint to the Financial Ombudsman Service free of charge – but you must do so within 6 months of the date of our final response.

Please see the above section relating to Finance Commission Disclosure Complaints, and the extended referral times for this type of complaint.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and will only be able to do so in very limited circumstances. For example, if the Ombudsman believes the delay was as a result of exceptional circumstances. Their contact details are as follows:

Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London

E14 9SR

E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website address: [www.financial-ombudsman.org.uk/](http://www.financial-ombudsman.org.uk/)