



COMPLAINTS & GRIEVANCES POLICY

INTRODUCTION

Select Motors (GB) (the Company) has created this Complaints & Grievance Policy to ensure that it promotes best practice within its complaints management process and meets the requirements of all legislation. The Company aspires to the highest standards of corporate behavior, professional competence, to ensure that safe, fair and equitable procedures are applied to all.

SCOPE OF THIS POLICY

This policy describes the system in to effectively manage all complaints received by the Company. It outlines the responsibilities and processes for receiving, handling, investigating and resolving complaints relating to the Company's business practices, its staff and services.

It is clearly not always possible for the complainant to receive the outcome they hoped for, but if they feel that their complaint has been handled appropriately and that they have had a fair hearing, this can be a positive outcome.

We strive to use complaints as learning opportunities and that trends are analyzed and reported on. It is essential that the information we gain from each complaint is used for our continued improvement.

The aim of this policy is to:

- Promote confidence in that the Company will handle EVERY complaint seriously;
- Provide support and guidance through the complaints process;
- Provide assurance that the Company will learn from all complaints, issues and feedback received;
- Create a comprehensive system to report all complaints to identify common issues and take action to prevent recurrences;
- Be logical and rational in our approach to complaints.

GENERAL COMPLAINTS PROCEDURE

In the first instance verbal Customer complaints are, wherever possible, to be dealt with by the Sales Executive who handled the original sale.

If a Customer is unsatisfied with the way the complaints has been handled, then the complaint will be passed over the Sales Manager who will follow the procedure for written complaints as outlined below.



WRITTEN COMPLAINTS

Written complaints will be acknowledged via the same method (post or email) the original complaint was lodged within three working days of receipt.

The complaint will then be investigated by the Sales Manager at the Dealership.

The Sales Manager will then contact the Complainant directly to discuss and hopefully resolve the complaint.

If a satisfactory resolution cannot be found at this stage, the complaint will be referred to a Director to review appropriate alternative solutions.

COMPLAINTS & GRIEVANCES POLICY

The Director will contact the Complainant within 14 days of receiving any request for a review, confirming our final position on the complaint and explaining our reasons.

VEHICLE SPECIFIC COMPLAINTS

The Company is committed to providing a quality service to all its customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

All mechanical issues with recently sold vehicles are covered under the provided warranty. Vehicles that suffer mechanical issues after being sold are to be given priority in the workshop if the customer is able to get the vehicle back to the Dealership. Customers are to be provided with a courtesy vehicle whilst theirs is being repaired.

If for any reason the customer is unable to return the vehicle to the Dealership, then the customer can visit any garage in UK under the provided warranty. Any excess required under this policy will be covered by the Company for the three months following the date of purchase.

The person handling complaints is Bahrmedin Ahmadzai, Sales Manager.

FINANCIAL SERVICES RELATED COMPLAINTS

If we cannot resolve your complaint within eight weeks, you may refer your dispute to the Financial Ombudsman Service.

This service is free to use. Their consumer helpline is available on 0800 023 4 567 or 0300 123 9 123 or you can visit their website at www.financial-ombudsman.org.uk, email them at complaint.info@financialombudsman.org.uk or write to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR.