

Complaints Procedure

Need to make a complaint? Our guide will help you resolve your issue as quickly as possible.

Purpose and Scope

This policy is designed to provide guidance on the way in which Mathers Motor Company Ltd and its associated companies receive and manage complaints. We want to help you, our customer to resolve your complaint as quickly as possible.

This policy covers:

- Our standards
- How to complain
- How to contact us
- What to do if you remain dissatisfied

What is a complaint

A complaint is an expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the firm's provision of, or failure to provide, a financial service.

Sometimes a problem can be resolved quickly, simply by speaking to a member of our staff or a manager in the relevant department. However, if the member of staff considering the matter believes that a more substantive review will be required in order to respond to the issues raised, your complaint will be considered under the formal complaint procedure.

Our Standards

- We treat all complaints seriously, whatever format they are received in
- You will be treated with courtesy at all times
- We will deal with your complaint promptly. We will look to satisfy your complaint within 3 business days as per the FCA updated complaints procedure which came in to effect from June 2016.
- We will keep you updated and let you know when we expect to be able to reply in full
- Complaints received are logged and analysed for business improvement

How to complain

Complaints can be made and received in a variety of ways; by phone, e-mail or letter, but where possible complaints should be made in writing, so that the details of the complaint are clear and complete.

What information is required when making a complaint?

Please provide the following:

- Your name, and contact details
- Vehicle registration, make and model
- Nature of the complaint
- Dates and times, where known
- Copies of any supporting documentation, if available

How to contact us

Customer Services
Mathers Motor Company
Colne Road
Kelbrook
BB18 6TE

Tel: 01282 544 532

Email: enquiries@getcarfinancehere.com

What to do if you remain dissatisfied

We aim to resolve complaints at the earliest possible opportunity. If your complaint relates to the sale of a financial product and you feel that it has not been resolved to your expectations, you have the right to refer your case to Financial Ombudsman Service. To contact the FOS, please call: 0300 123 9123

Alternatively, you can write to the FOS via:

Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Data Protection

All complaints received are treated with confidentiality and in accordance with the requirements of the Data Protection Act 1998.

Quality Controls

Complaints are analysed quarterly by the Compliance Department for the identification of systemic or recurring problems including the time taken to resolve. This helps us to take a closer look at how we can improve our service delivery. Where problems are identified, consideration will be given to the action needed to address these problems.