

ALPHETON GARAGE LTD CUSTOMER COMPLAINTS PROCEDURE.

Alpheton Garage Ltd is committed to providing products and service of the highest standard. But we do understand that sometimes things can go wrong. If you have a concern or are dissatisfied in any way, we'll do our best to help resolve the situation in a fair and transparent way.

Alpheton Garage Ltd will investigate all complaints competently, diligently and impartially obtaining additional information as necessary. Every complaint will be assessed fairly, consistently, and promptly taking into account all relevant factors to ensure a fair outcome for you.

Alpheton Garage Ltd will carry out staff training to all existing and new staff to ensure full outstanding of our customer complaint procedure.

If you have a concern with either your vehicle or the service you have received from us, please contact us at.

HEAD OFFICE

Alpheton Garage Ltd Tye Green, Alpheton, Sudbury, Suffolk CO109BW

Email: sales@alphetongarage.co.uk

We're here: 8.30am – 5.30pm Monday to Friday

Telephone: 01284 828737

What you will need to provide.

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

- your name and address
- details of how we can contact you.
- a clear description of your complaint
- details of what you would like us to do to rectify the situation.
- If appropriate, copies of any relevant supporting documentation

If the complaint is regarding a finance agreement or the vehicle funded under a finance agreement, please contact the finance company shown on your agreement, their contact details should be on the agreement. Please note that Alpheton Garage Ltd is a credit broker not a lender therefore can only investigate complaints about how we have introduced and sold the finance agreement, for all other complaints about the finance agreement we will refer you to the lender.

Alternatively, if you remain dissatisfied with our response you may be able to refer the matter for an independent review under the alternative dispute resolution process. The bodies you may be able to refer your complaint to are as follows:

THE FINANCIAL OMBUDSMAN SERVICE

For the sale of a finance agreement if you remain dissatisfied with our response you may have the right to refer the complaint to the Financial Ombudsman Service. We will advise you if you may have the right to refer to the Financial Ombudsman.

Financial Ombudsman Service,
Exchange Tower,
London E14 9SR

Telephone: 0300 1239 123

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

Website: www.financial-ombudsman.org.uk