

Suffolk Trade Centre Complaints Procedure.

Suffolk Trade Centre 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.

We 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.

Suffolk Trade Centre 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

Address: Suffolk Trade Centre, Bury Road, Stradishall, Newmarket, CB8 8YN.

Tel: 01440 820994

Email: suffolktradecentre@gmail.com

We're here: 8.30am – 5pm Monday to Friday

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.

Where a complaint is raised against a vehicle which is financed through one of our partners, we are duty bound to report it to the partner (with your consent).

Our commitment to you

- We will thoroughly investigate your complaint and offer a fair response that will take into account all the information available to us.
- We will do our best to resolve your complaint quickly, if possible. If this is not possible, we will:

Within 5 working days, provide a written acknowledgement of your complaint and give you the details of who is handling the case and how to contact them.

Keep you updated on the progress of your complaint,

Within 8 weeks of receiving your complaint, we will either: write to you with our final response and the reasons for providing this response, or explain why we are not in a position to give you a final response and let you know when we expect to be able to provide it.

- We may not always provide the answer you are looking for, but we'll make sure we offer a clear explanation for our decision.

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