

Complaint Handling Policy & Procedures

We will acknowledge any complaints and give you an indication of when we hope to resolve things. We will then investigate what has happened by speaking to all staff involved and reviewing records. We aim to deal with things quickly. On some occasions, we may be waiting on a third party to help resolve things, or a member of staff may be unavailable, but in any event, we will keep you informed if we are unable to address the complaint within 10 working days.

1) Day to day, informally

We resolve most customer queries on a day-to-day basis, simply, informally and quickly. If you want to discuss any query, please raise it with your main point of contact in the dealership, for example the Sales Executive who looked after the sale of your vehicle or the Service Advisor who is looking after your vehicle's service or repair. If you are concerned about anything, we want to know.

2) Ask to speak to a manager

If despite everyone's best efforts a query cannot be resolved, please ask for the Department Manager. They will listen and do their best to resolve things. In some instances, and depending on the nature of the query, they may wish to seek further guidance or authority from Senior Management, but our focus will always be to resolve things at an early stage as quickly as possible.

3) Senior Management

If you feel necessary to escalate things further following your conversations with the Department Manager, our Senior Management team are very approachable and would also be happy to speak with you directly with a view to resolve any issues.

How to contact us

In Writing: Focus Motor Store Ltd, 130-132 Terregles Street, Dumfries, DG2 9DX

Telephone: 01387 252 919

e-Mail: focus@focusmotorstore.com

Information we require

Please provide your name and contact details, the vehicle registration, make and model. Explain the nature of your complaint, dates and times where known and any supporting documents, if available. It would also be helpful to include information about which members of our team you have already dealt with.

4) Further Alternative Dispute Resolution Centres

If things cannot be resolved and you are not happy with our response, we will recommend you get in touch with The Motor Ombudsman. This is an automotive dispute resolution body. Fully impartial, it is the first ombudsman to be focused solely on the automotive sector, and self-regulates the UK's motor industry through its comprehensive Chartered Trading Standards Institute (CTSI) approved Codes of Practice. The details are www.themotorombudsman.org or you can contact their advice Line on 0345 241 3008.

If your complaint relates to the sale of a financial, insurance or regulated products

Regulated Complaints Post: Automotive Compliance Ltd, The Factory, 44 Alfred Street,
Gloucester, GL1 4DD Telephone: 01452671560 E-mail: complaints@automotivecompliance.co.uk
Financial Ombudsman Service, the following information must also be added to this page:

If we cannot resolve your complaint within 8 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 4567 or 0300 123 9123 or you can visit their website at
www.financial-ombudsman.org.uk