



Complaints Handling Procedure

We're dedicated to providing you with the best possible service. This document is designed to guide you through our internal customer complaints procedure. In the unfortunate circumstance that you have a complaint please contact us, in writing, immediately by either one of the following means:

By Post: Venn's Motor Company, Wellington New Road, Taunton, TA1 5LU

By Email: sales@vennsmotorcompany.co.uk

We are available 09:30am – 17:00pm Monday to Friday

Acknowledging your complaint

If you are dissatisfied in any way with the service you have received and wish to make a complaint, we ask that you bring this to our attention as soon as possible so that we can try and resolve this for you. Our aim is always to satisfactorily resolve any complaint at the earliest opportunity. In the first instance please address your complaint in writing either via email or a letter. We endeavour to sort the problem there and then but, in some cases, further investigation is required, the process is as follows:

- We will acknowledge receipt of your complaint within 3 business days. This will confirm contact details and our understanding of the nature of your concerns.
- If your complaint cannot be dealt with in 3 business days, we will send you our initial response letter within a further 3 business days. This will include a potential resolution. If a resolution cannot be found at this time, we will state the reason for the delay in resolving the complaint.
- We will endeavour to send you a Final Response within 8 weeks from the receipt of your complaint. If we are unable to provide you with a Final Response within this time, we'll send you a response to explain why we've not been able to complete our investigation, and also give you an indication of when we expect to be able to provide you with a Final Response.

Please note: During the course of our investigation, our director may need to obtain detailed information from you or any third party involved in the complaint. To deal with your complaint promptly and thoroughly, we ask that you help by communicating openly and accordingly with our director.

We will keep in touch throughout the process and be happy to answer any queries you may have about how we're progressing.

Who Investigates your complaint?

Our director deals with complaints, they will investigate your complaint fairly, consistently and promptly. They will assess:

- The nature of your complaint.
- Whether any third party is involved in the complaint (such as the lender).
- How we should resolve the complaint.
- Our Team will look at all the available evidence and the circumstances of your complaint.

They'll also consider any relevant laws or regulations.

What do we mean by final response?

Our final response will be a detailed summary of the results of the investigation into your complaint and we will explain whether it has been accepted or rejected. In both cases we will explain why that decision has been made.

If you are unhappy with our final response

If you are not happy with our response, and you are an eligible complainant, you can escalate your complaint to the Financial Ombudsman. If you would like the Ombudsman to look into your complaint, you should contact them within 6 months of the date of our Final Response. They may ask you to send a copy of this.

Eligible complainants are:

- A consumer
- Companies within the EU definition of a microenterprise
- Charities with an annual income of under £6,500,000
- Trustees of a trust with assets of under £5,000,000
- A small business (only an eligible complainant if the conduct took place after the 1st April 2019)

- A guarantor

The Ombudsman is a free and impartial service for resolving disputes between consumers and financial services institutions and their contact details are set out below.

By Post: The Financial Ombudsman Service Exchange Tower, London, E14 9SR

By phone: 0800 023 4567 or 0300 123 9123

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

We'll maintain records and provide the Ombudsman or the Financial Conduct Authority, on request, details of all complaints handled by us.