

Customer Complaints Process

Here at Brooklands we understand that occasionally things can go wrong. We want to ensure that your journey with us goes as smoothly as possible, especially where mistakes or misunderstandings occur.

It is important to us that you inform us if you are not completely happy so that we can investigate your concerns, put any issues right and prevent any reoccurrences.

Complaint handling process:

In the first instance please contact Aaron or David directly at the dealership. Alternatively, you can email or write to us with the following information:

- Your full name and contact details.
- Your vehicle registration number.
- A clear description of the issue you are experiencing including dates and times of when and where this occurred.
- Details of what you would like us to do to rectify the situation.
- Copies of any supporting documentation (where relevant).

We will do our best to resolve your complaint as quickly as possible. Should your complaint relate to a finance agreement we will send you a Summary Resolution Letter if your complaint is resolved by close of the third business day following receipt of your complaint; or

- Provide a written acknowledgement of your complaint within 5 working days and give you the details of who is handling the case and how to contact them.
- Keep you updated periodically 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.

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.

Where applicable we will pass details of your Complaint to any relevant strategic partners such as finance partners or warranty providers.

Our contact details:

Tel: 01473 686888

Email: sales@brooklands-ipswich.co.uk

Address: Brooklands, 125-127 Wherstead Road, Ipswich. IP2 8HR.

The Financial Ombudsman Service:

If your complaint relates to a finance agreement or insurance product you may be entitled to refer your complaint to The Financial Ombudsman Service, if you remain dissatisfied with our final response.

You have the right to refer to them if we have not supplied a final response within 8 weeks of receiving the complaint, or if you do not feel satisfied with our resolution.

We will advise you in our final response if your complaint is eligible to be referred to the Financial Ombudsman Services.

The address of the Financial Ombudsman Service:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone: 0800 023 4567

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

Website: www.financial-ombudsman.org.uk/