

# **MCMILLAN MOTORS LTD Complaints Handling Procedure**

## **Complaints Handling Procedure**

It is the aim of MCMILLAN MOTORS LTD to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

### **If you have a complaint**

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone, email or in writing and your complaint will be resolved in the shortest possible time by the appropriate person.

To register a complaint contact us by:

Email: [jamie@mcmillanmotors.co.uk](mailto:jamie@mcmillanmotors.co.uk)

Telephone: 01475 783336

Or write to us at: 26-30 Brougham Street, Greenock, Scotland, PA16 8AF

To help us to investigate and resolve your concerns as quickly as possible please provide the following information:

- Your full name and contact information
- Full details of your complaint
- Your lease agreement details
- Details of what you would like us to do to put things right
- Photocopies of any relevant paperwork

### **What we will do if we receive a complaint from you**

We will try to resolve your complaint immediately; however, sometimes, this may not be possible. In the unlikely event that we are not able to resolve your complaint by the end of the next business day, we will keep you informed of the progress of our investigations and provide our final response in writing with details of our findings any actions undertaken.

### **If you are not satisfied with our resolution of your complaint - Financial Ombudsman Service**

If you have a regulated contract with us and are not satisfied with our final response you are eligible to refer the matter to the Financial Ombudsman Service. You must do this within six months of our final response. When we send you our final response, we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet and for more information please see; <https://www.financial-Ombudsman.org.uk/publications/consumer-leaflet.htm>

### **More questions?**

If you have any questions in relation to our Complaints Handling Procedure, please contact us by telephone, email or in writing to the details above.