

Customer Complaints Procedure

W Brindley Garages Ltd and its subsidiaries

Customer Complaints Procedure

The Brindley Group prides itself on providing excellent customer care.

We developed our Customer Promises some years ago and provide all employees with training to ensure they understand the importance of customer satisfaction and are also aware of what to do on the rare occasions when we may fail and receive a customer complaint.

Our Customer Promise

We commit to:

- Be open and transparent.
- Take responsibility for our actions.
- Always consider the lifetime value of each customer in any transaction.
- Employ professional, well trained and knowledgeable people.
- Keep our promises.
- Create a culture that puts customers at ease in their purchasing journey.
- Respond quickly whenever and however we are contacted.
- Always respect our customers time.
- Create an enjoyable relaxed atmosphere in our showroom.
- Be consultative and to provide honest recommendations.
- Meet our corporate, social, community and environmental responsibilities.

We accept that there may be occasions when you feel that we have underperformed and that you may feel the need to bring these instances to our attention so that we can resolve your issue quickly.

1. Complaints concerning sales or aftersales

- In the first instance, telephone the relevant site and ask to speak to the department manager at the dealership. You can find contact details on our website at www.brindley.co.uk/contact-us/
- If you feel that they have not resolved your issue, please put your complaint in writing (either by letter or e-mail) to the Operations Director of the dealership. You can find our addresses on our [locations page](#) or see below for contact details.

Franchise	Operations Director	Email address
Honda	Michael Proverbs	customercare-brindleyhonda@brindley.co.uk
Kia	Michael Proverbs	customercare-brindleykia@brindley.co.uk
MG	Jason Devey	customercare-brindleyhyundai@brindley.co.uk
Maxus	Jason Devey	customercare-brindleymaxus@brindley.co.uk
Mazda	Jason Devey	customercare-brindlemazda@brindley.co.uk
Hyundai	David Gutteridge	customercare-brindleyhyundai@brindley.co.uk
Nissan	David Gutteridge	customercare-brindleynissan@brindley.co.uk
Volvo	David Gutteridge	customercare-brindleyvolvo@brindley.co.uk

The Operations Director will respond to your complaint within seven days.

- If you find the Operations Director's response to be unsatisfactory, or they do not respond within the given timescales, please send a copy of your original complaint, together with any response you have received to either: Customer Care, Brindley Group, Cat and Kittens Lane, Featherstone, Wolverhampton WV10 7EE or email customercare@brindley.co.uk

You will receive a response from Customer Care within seven days.

- We are confident that the above process will resolve your complaint to your satisfaction, but if you do not feel this is the case having exhausted the process, you are of course at liberty to take external advice or follow our Alternative Dispute Resolution (ADR) process by contacting The Motor Ombudsman at; www.themotorombudsman.org

Alternatively, download a form from www.themotorombudsman.org complete and post to:

The Motor Ombudsman
71 Great Peter Street
London
SW1P 2BN

2. Complaints concerning Consumer Credit or General Insurance sales

- Complaints concerning Consumer Credit or General Insurance sales can take a little longer to investigate and resolve than other complaints as they involve third party providers.
- In the first instance please put your complaint in writing, either by letter or e-mail, to Customer Care (see above for details).

We will acknowledge your complaint in writing within five working days; We will endeavour to resolve your complaint as quickly as possible. Where your case is complex, we may need some time to make sure we have covered everything, so we will keep you informed while we do so.

- If you are not satisfied with our Final Response, or it has been more than eight weeks since we received your complaint, you may be able to refer your complaint to the Financial Ombudsman Service.

Details about how to contact the Financial Ombudsman can be found at www.financial-ombudsman.org.uk or by telephoning 0845 080 1800.