

Introduction

At CarSupermarket.com we aim to provide an awesome experience to all our customers when buying, selling and owning a car. We do however accept that at times, despite our best intentions and actions things can go wrong.

We believe that if a customer wishes to register a concern or make a complaint, they should find it easy to do so. Our policy is to welcome complaints and look to ensure that complaints are dealt with professionally, consistently and in a timely manner.

We routinely review complaints, concerns and feedback to ensure we can learn from issues that have been identified to reduce and ideally eliminate repeat issues by updating policy and working procedures.

If you have any concerns regarding your vehicle or the service you have received these should be raised with your local CarSupermarket.com branch in the first instance, contact details as below, please choose option 2 from the menu to discuss a general complaint or feedback and option 3 for any service department related issues.

Barnsley	01226 395378	barnsley.feedback@carsupermarket.com
Birmingham	0121 5084343	birmingham.feedback@carsupermarket.com
Grimsby	01472 253050	grimsby.feedback@carsupermarket.com
Hessle	01482 647722	hessle.feedback@carsupermarket.com
Hull Collection Centre	01482 522882	hullcc@carsupermarket.com
Lincoln	01522 844158	lincoln.feedback@carsupermarket.com
Newcastle	0191 2828777	newcastle.feedback@carsupermarket.com
Preston	01772 429377	preston.feedback@carsupermarket.com
Scunthorpe	01724 749977	scunthorpe.feedback@carsupermarket.com
Sheffield	0114 349 4696	sheffield.feedback@carsupermarket.com
Stoke	01782 480240	stoke.feedback@carsupermarket.com

The branch will take full details of the issue and arrange for the vehicle to be inspected at the earliest opportunity. Once the vehicle has been inspected, we will then agree the most appropriate next steps in agreement with you.

When the issue raised is in relation to service received by the customer then full details will be taken. The branch will look to resolve the complaint in a timely manner within the parameters of our service level agreements. (See below)

Service level Agreements

- Branch to acknowledge the issue in the first instance within 24 hours, ensuring all details of the complaint are taken, and next steps timescales are agreed with the customer.
- The customer will be updated regularly with an agreed timescale as to the progress of any complaint made.
- Where there is no update, but the customer has not received contact in the last 48 hours, contact is made to the customer to advise that although there are no updates, their issue is still being dealt with and an update will be provided as soon as possible. This process should repeat until the complaint is resolved, or the attempt to resolve has failed.
- When an agreement to resolve the complaint cannot be reached at branch level within 7 working days, the Branch Manager will manage escalation to the Customer Services Team to seek final resolution. All complaints where an investigation is required to reach resolution should be logged, issues which are resolved with no investigation required do not require registration on internal complaints system.
- Should the customer remain unsatisfied with the resolution that has been put forward, the customer should be advised that their complaint is to be escalated to the Customer Services Team, and that a member of the team will be in contact.
- Where the issue is service related, the service team are to remain involved from the point of view of the vehicle until the issue is resolved.
- Please note that where relevant the branch will be required to process things such as deposit refunds or settlements, where in investigating a complaint, it is discovered that this would be required, the branch will remain responsible for this. The Customer Service team will also not get involved in issues relating to V5s, missing spare Keys, SD cards, or any Item that we would be expected to provide a customer at the point of delivery.

Stages In the Complaints Procedure

Expression of Dissatisfaction

If you have experienced service that you feel is not satisfactory, but do not require further action, we welcome your feedback. You can share your feedback by email directly to the branch as listed below, this will be acknowledged within 24 hours.

Informal Complaint

Registering a concern about your vehicle or service received.

Many concerns raised can be resolved at a local level by the relevant site staff or management team.

Formal Complaint

Where a complaint cannot be resolved within the informal process at branch level then a formal escalation can be made to the Customer Services Team by the informing Branch Manager. Escalation to a formal complaint will also be taken when the complaint is not suitable for handling under informal complaint procedures such as conduct of a staff member, or a complaint deemed too complex.

Complaints can be made by telephone, email or in writing, contact details can be found below:

Customer Service Department

CarSupermarket.com

Bridge Haven One

Saxon Way

Hessle

East Yorkshire

HU13 0TP

Telephone: 01482 450122

Email: customerservice@carsupermarket.com

- We will acknowledge receipt of your complaint electronically within one working day, confirming who will be handling your complaint.
- All Complaints from Finance Companies are to be dealt with by the Head Office Customer Service Team.
- All communication from solicitors/claim companies will be dealt with by the Head Office Customer Service team.
- All complaints from the Financial Ombudsman are to be dealt with by the Head Office Customer Service Team.

A formal complaint must be submitted within a reasonable timescale, this should, where possible, be within 3 months of the date on which the event or lack of action occurred, or on which you could reasonably be expected to have known about the matter. Your complaint should include as much information as possible including the specific issues you wish to raise, any relevant circumstances you would like to be considered and the outcome sought.

You may escalate a complaint previously considered under the Informal Complaint process if you are dissatisfied with the response received. In these circumstances the complaint form should be submitted within a reasonable timescale, this should, where possible be within 15 working days of being notified of the outcome of Informal Resolution, as above this should detail as much information as possible also including the reasons for your dissatisfaction with the response received under Informal Resolution.

Please note that to assist branches in resolving their complaints the Customer Service Team will often require information from the branches or the subcontractors used by the branches. Where such information is requested from a branch it will be essential to allow us to resolve the complaint in the most suitable way and will often be required within certain timescales to allow us to comply with the deadlines we are set by external sources. We will keep the customer informed if we have made such requests and the timescales agreed for information to be provided.

You will then receive a full written response to your complaint within 28 working days of escalation to formal complaint.

Confidentiality

All involved in the investigation or determination of a complaint in any capacity, including the complainant must respect the confidentiality of any document or other information generated in, or as a result of, that complaint, and must not disclose such information to any-one other than those who need it for the purposes of investigating or responding to the complaint. No third party should be told any more about the investigation than is strictly necessary to obtain the information required from them.

If a complaint has been raised against a member of staff and has been upheld, the person bringing the complaint will be advised of this. However, it may not be appropriate to share specific details affecting individual staff members, particularly where disciplinary action is being taken.

Data relating to complaints will be collected and reviewed internally every quarter. An analysis of the type of complaints received will be undertaken and used for training and improvement purposes. Any personal details will not be disclosed.

Final Response

CarSupermarket.com will seek, where possible to resolve all issues in an informal manner at branch level, when escalation to formal is needed this is completed in a timely and satisfactory manner.

We will seek to ensure conclusion of the complaint made is resolved in a satisfactory outcome for both the complainant and CarSupermarket.com, this will be stated in your **Final Response correspondence**.

The customer will also be provided the opportunity to provide feedback on complaints process and outcome of the complaint made, this will formally end the complaint process.

A final response will be issued within 8 weeks of the initial complaint being acknowledged.

Appeal Process

If you remain unhappy with our final decision, then details of our ADR scheme are to be issued. You will also be made aware, when appropriate, of your right to refer the matter to the financial ombudsman service by calling 0300 123 9 123 and asking for advice.

Financial Ombudsman Service (FOS)

We will co-operate fully with the FOS in resolving any complaints made against it and agree to be bound by any awards made by the FOS. We undertake to pay promptly the fees levied by FOS.

The contact details for FOS are:

- Address: The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
- Telephone: 0800 023 4567 (free for most people ringing from a fixed line)
0300 123 9123 (cheaper for those calling using a mobile)
+44 20 7964 0500 (if calling from abroad)
- Email: complaint.info@financial-ombudsman.org
- Website: www.financial-ombudsman.org

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1.2	16.10.2023	DM/LB	SLA
1.3	16.10.2024	DM/LB	Contact details

Definition

Complaint	An expression of dissatisfaction by anyone using, receiving or affected by CarSupermarket.com about an action, lack of action, or the standard of service provided by or on behalf of CarSupermarket.com that is received within a reasonable timescale, this should, were possible, be within 3 months of the date on which the event or lack of action occurred, or on which you could reasonably be expected to have known about the matter.
Customer	This term applies to all individuals or businesses that have purchased goods or services from CarSupermarket.com
Working day	CarSupermarket.com is open 7 days a week, however due to the specific working time of each team within CarSupermarket.com a working day will be classified as per below. Any day that is a Monday, Tuesday, Wednesday, Thursday or Friday that is not; a public holiday.

Staffed Hours	CarSupermarket.com is staffed 8.30am to 7pm Monday to Friday and from 8.30am to 5.30pm Saturday and 10.30 to 4.30 Sunday. Due to not all teams being available to resolve individual feedback or complaints Saturday and Sunday are not classed as working days.
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Purpose:

- What constitutes a complaint
- How to make a complaint
- The stages in the complaint process
- How a complaint will be dealt with
- Method of communication

What this complaint process does not cover:

- Any complaint which has previously exhausted this procedure
- Any matter which is subject to on-going legal proceedings
- Complaints deemed to be vexatious or malicious in nature.
- Concerns raised by a third party where signed consent has not been provided by the person they are representing

Review

This policy is to be reviewed as and when required by the Business Support Team and Senior Leadership Team. The company reserves the right to amend this procedure and related procedures at any time.