



Tom Gallagher Group Ltd T/A M4 Van Centre

Complaints Handling Procedure / Policy

Complaints Handling Procedure

It is the aim of Tom Gallagher Group Ltd T/A M4 Van Centre 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: Martin@m4sales.co.uk **Telephone:** 01793 236279

Or write to us at: M4 Van Centre, Marlborough Road, Swindon, Wiltshire, SN3 6AA

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 Finance agreement details (inc vehicle registration number)
- Details of what you would like us to do to put things right

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. **We will endeavour regardless to resolve your issue in 5 business working days depending on the nature of the repaired required.**

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, or you lose the right to this service. When we send you our final response we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet (for more information please see www.financial-ombudsman.org.uk/businesses/resolving-complaint/ordering-leaflet/leaflet).

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Website: www.financial-ombudsman.org.uk

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

Telephone: 0800 023 4567 (free for most people from a fixed line) or 0300 123 1923 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

More questions?

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

mail: Martin@m4vansales.co.uk **Telephone:** 01793 236279

Or write to us at: M4 Van Centre, Marlborough Road, Swindon, Wiltshire, SN3 6AA