

Our aim is to provide you with an excellent customer service.

If we fail to meet your expectations, we will try to put things right as quickly as possible.

IF YOU HAVE A COMPLAINT

The Financial Conduct Authority define a complaint as any expression of dissatisfaction, whether oral or written and whether justified or not. Your complaint will be taken seriously, and we will make every effort to resolve the problem straight away.

You can notify us of your complaint through the following channels:

In Writing

Rockpoint BMW
Riverside
Atherstone Street
Fazeley
Tamworth
B78 3RW

Email: - sales@rockpointbmw.co.uk

WHAT HAPPENS IF WE CANNOT RESOLVE YOUR COMPLAINT STRAIGHT AWAY?

If we are not able to resolve your complaint straight away, we may need to carry out further investigations.

Once received, your complaint will be investigated and dealt with in the following way:

By Day 1

If applicable, we will inform the finance company.

By Day 7

We will try to provide you with a full reply. If this is not possible, we will confirm who will be looking into your complaint.

By Day 28

We will endeavour to investigate your complaint and provide a full response to you at this stage. However, if for any reason we are unable to provide a full response by this time, we will contact you and provide you with an update of the current situation.

By Day 56

In the unlikely event that your complaint has not been resolved by this stage, we will write to you with a final response. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

(<https://www.financial-ombudsman.org.uk/>)