

Complaints Procedure at Ridgway Cars

At Ridgway Cars, we're committed to providing exceptional service and quality to all our customers. We understand, however, that there may be times when we don't meet your expectations. Our complaints procedure is designed to address your concerns quickly, fairly, and efficiently.

How to Make a Complaint

If you're not satisfied with any aspect of our service or products, we want to hear about it. We believe feedback is invaluable in our ongoing efforts to improve. Here's how you can raise a complaint:

- Email us: Send your complaint to aftercare@ridgwaycars.co.uk, detailing your concerns along with any relevant information to help us understand and investigate the issue.
- Call us: Speak directly to our customer service team at 01794 336233. Our lines are open Monday to Friday, 9 am to 5 pm.
- Write to us: If you prefer, you can send a letter to our head office: Customer Service Department, Ridgway Cars, Unit 2, Frobisher Industrial Centre, Budds Ln, Romsey, SO51 0EZ.

Please include your contact details, information about your purchase or the service you received, and a clear description of your complaint. We aim to acknowledge all complaints within 24 hours.

Our Complaints Handling Process

Acknowledgment: Upon receiving your complaint, we'll acknowledge it promptly, providing you with a reference number and the name of the person handling your case.

Investigation: Your complaint will be investigated thoroughly by our customer service team. We may contact you to clarify details or request additional information.

Resolution: We aim to resolve complaints within 10 business days. If your complaint is complex and may take longer, we'll keep you informed of our progress. We'll do our best to resolve your issue to your satisfaction, offering appropriate remedies or compensation where necessary.

Response: Once we've reached a resolution, we'll provide you with a full response detailing our findings and the action we've taken or propose to take.

Further Steps

If you're not satisfied with the outcome of your complaint, please let us know. We'll review the matter internally and may escalate it to senior management for further consideration.

In the unlikely event that you're still not satisfied with our final response, as a consumer in the UK, you have the right to escalate your complaint to an independent body, such as The Motor Ombudsman or the Financial Ombudsman Service, depending on the nature of your complaint.

Contact Details for Escalation

The Motor Ombudsman: www.themotorombudsman.org

Financial Ombudsman Service: www.financial-ombudsman.org.uk

We're committed to ensuring all our customers receive high-quality service and support. Your feedback is invaluable to us as we strive to improve and meet your expectations.

Thank you for choosing Ridgway Cars.