

Customer Complaints Policy

Peverel Car Company Ltd

At **Peverel Car Company Ltd**, we are committed to providing a high standard of customer service. We take any expression of dissatisfaction seriously, whether it is made verbally or in writing, and aim to resolve all complaints fairly, promptly, and effectively.

How to Make a Complaint

If you are unhappy with any aspect of your experience with us — whether it's related to vehicle sales, finance products, warranties, or customer service — you can contact us using the following methods:

In Writing:

Peverel Car Company Ltd

Beacon Hill Garage, Maypole Road, Wickham Bishops, CM8 3NW

By Telephone:

01245 921 090

By Email:

sales@peverelcarcompany.co.uk

What Happens Next

Upon receiving your complaint, we will:

1. **Acknowledge** your complaint within **14 working days**.
2. Conduct a **thorough investigation** by a qualified member of our team.
3. Provide you with a **final response** in writing within **28 days** of receipt.

If, for any reason, we cannot provide a final response within that timeframe, we will keep you informed of the progress and explain the reason for the delay.

If You Are Not Satisfied

If you are not satisfied with our final response, or if eight weeks have passed since your complaint was first made and you have not received a final outcome, you may refer the matter to the **Financial Ombudsman Service** (FOS) — free of charge.

Financial Ombudsman Service Contact Details:

- Website: www.financial-ombudsman.org.uk
- Telephone: 0800 023 4567 or 0300 123 9123
- Email: complaint.info@financial-ombudsman.org.uk
- Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

You must refer your complaint to the FOS within **6 months** of receiving our final response.

Additional Information

- This policy complies with the requirements of the Financial Conduct Authority (FCA).
- We maintain a record of all complaints and use this information to improve our services.
- Your complaint will not affect your statutory rights.