



Complaints

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Purpose

We are committed to ensuring that there are clear and effective procedures in place so that any complaints received will be dealt with fairly, reasonably and promptly. This policy and procedure document outlines how we will process complaints.

Policy

Complaint handling will be carried out in accordance with the Motor Ombudsmen code of practice guidance. The procedure is set out in the Benmarks Customer Complaints Procedure with particular reference to the following:

- To provide the customer with the Benmarks Complaints Procedure;
- Adherence to stated time scales for dealing with complaints;
- Escalation to resolution;
- Consumer's right to refer unresolved disputes to the MOS.

The company is committed to providing a high standard of customer service and support. From time to time we may not get things right. When this happens, we make every possible effort to deal with the situation promptly and to our customer's satisfaction.

Anyone who purchases a vehicle or receives a service from us or is affected by our decisions or actions can complain to us. The complaint can be in writing, verbally or by any other method e.g. a text.

Typically, a complaint may be about:

- the quality of our service, standards or actions
- the way a customer has been treated
- our policies or our decisions.



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Procedure

On receiving a complaint from a customer:

- Be aware that a customer is permitted to complain in writing, verbally or by any other method e.g. SMS
- If a customer makes a complaint to you in person, over the telephone, email or SMS, it must be recorded, and an attempt must be made to resolve the complaint immediately and sympathetically
- If immediate resolution is impossible, give or send the customer the Benmarks Customer Complaints Procedure or Motor Ombudsmen contact details
- Should the complaint require more time to be investigated you must attempt to resolve the matter to the customer's satisfaction within 10 working days
- Before 10 days have elapsed, contact the complainant either in person, over the telephone or, if appropriate, in writing and let them know the outcome (or the reason for any delay). Inform them that if they are not satisfied then they can contact the Motor Ombudsmen using the contact details shown on our leaflet which also includes an explanation of how to proceed further with their complaint if they feel it is unresolved
- Should a customer remain dissatisfied after all attempts to resolve the matter have been exhausted, they have the right to refer the complaint to the Motor Ombudsman Service who will determine a final settlement
- It is the company's policy to make every effort to resolve a complaint at an early stage and prevent the need to escalate the matter to the Financial Ombudsman Service

Please see Appendix 1 for the detailed Complaints Procedure Key Steps.



How we handle complaints

Complainant Step 1

Please contact us at your earliest convenience with the following information:

- Your full name, address and telephone number
- When it happened
- The exact circumstances of the complaint
- Any staff involved in the complaint
- The product / account you are complaining about
- Your contact details so we can update you on your complaint

We will try to give you an answer there and then, but if this is not possible, we will take full details from you and arrange for the problem to be investigated.

You can contact us in one of the following ways:

1. In writing:

Benmarks Motors Ltd
40 Manchester Street
Hull
HU3 4TX

2. By phone: 01482 320085

3. By email: info@benmarks.uk.com

Complainant Step 2

We will try to resolve your complaint straight away. However, if it requires a more in-depth investigation, then we will aim to give you our final response within four weeks. If for whatever reason this is not possible, we will contact you to explain the reasons why and let you know how long our investigations are likely to take.

Complainant Step 3

We hope that you'll never have to do this, but if you're not happy with the way we've handled your complaint, the outcome of it, or if eight weeks have passed and we have not sent you our final response, you may have the right to refer your case to the Motor Ombudsman Service.

You can contact them in one of the following ways:

In writing:

The Motor Ombudsman
71 Great Peter Street,
London,
SW1P 2BN,
United Kingdom



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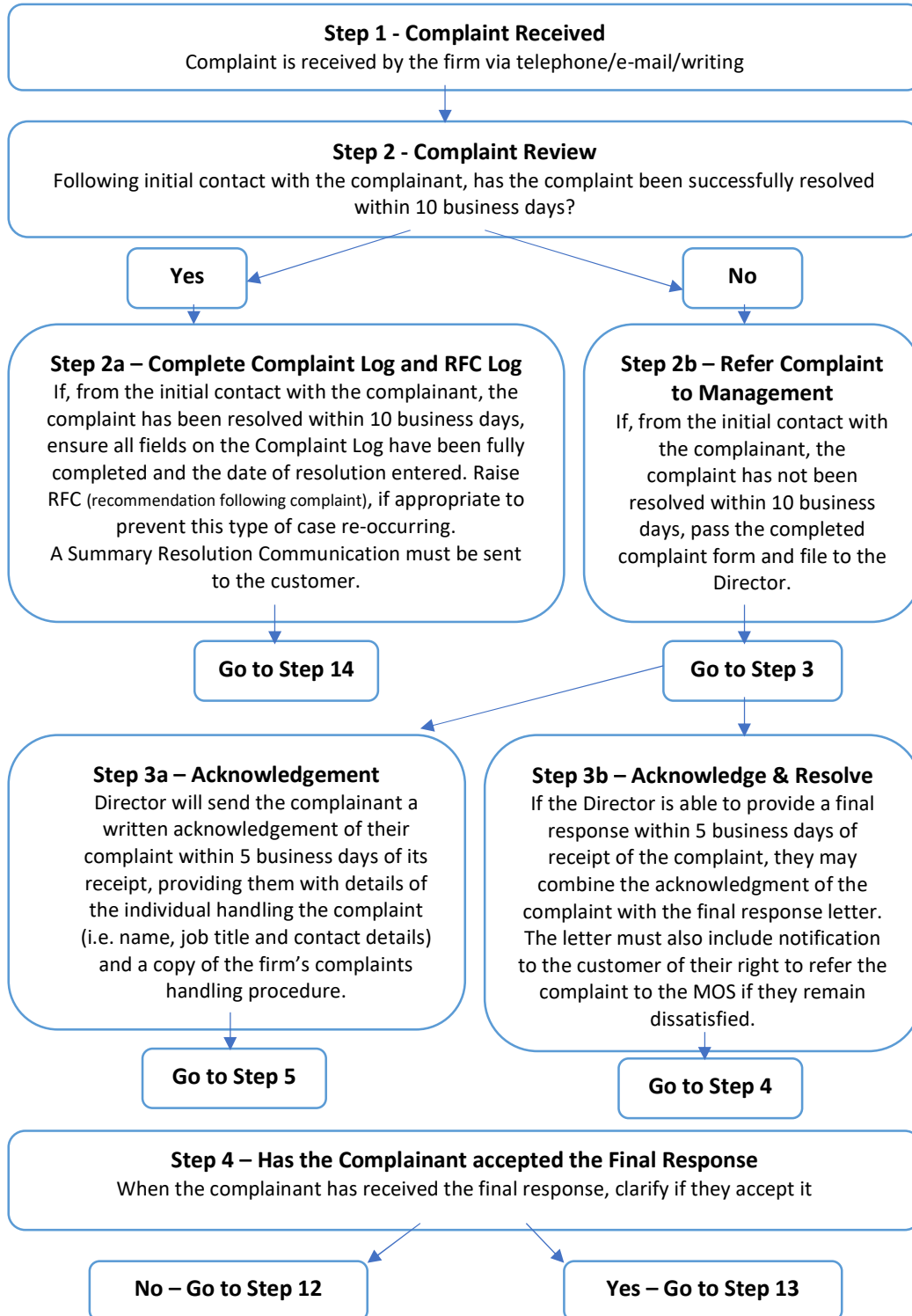
By phone: 0345 241 3008

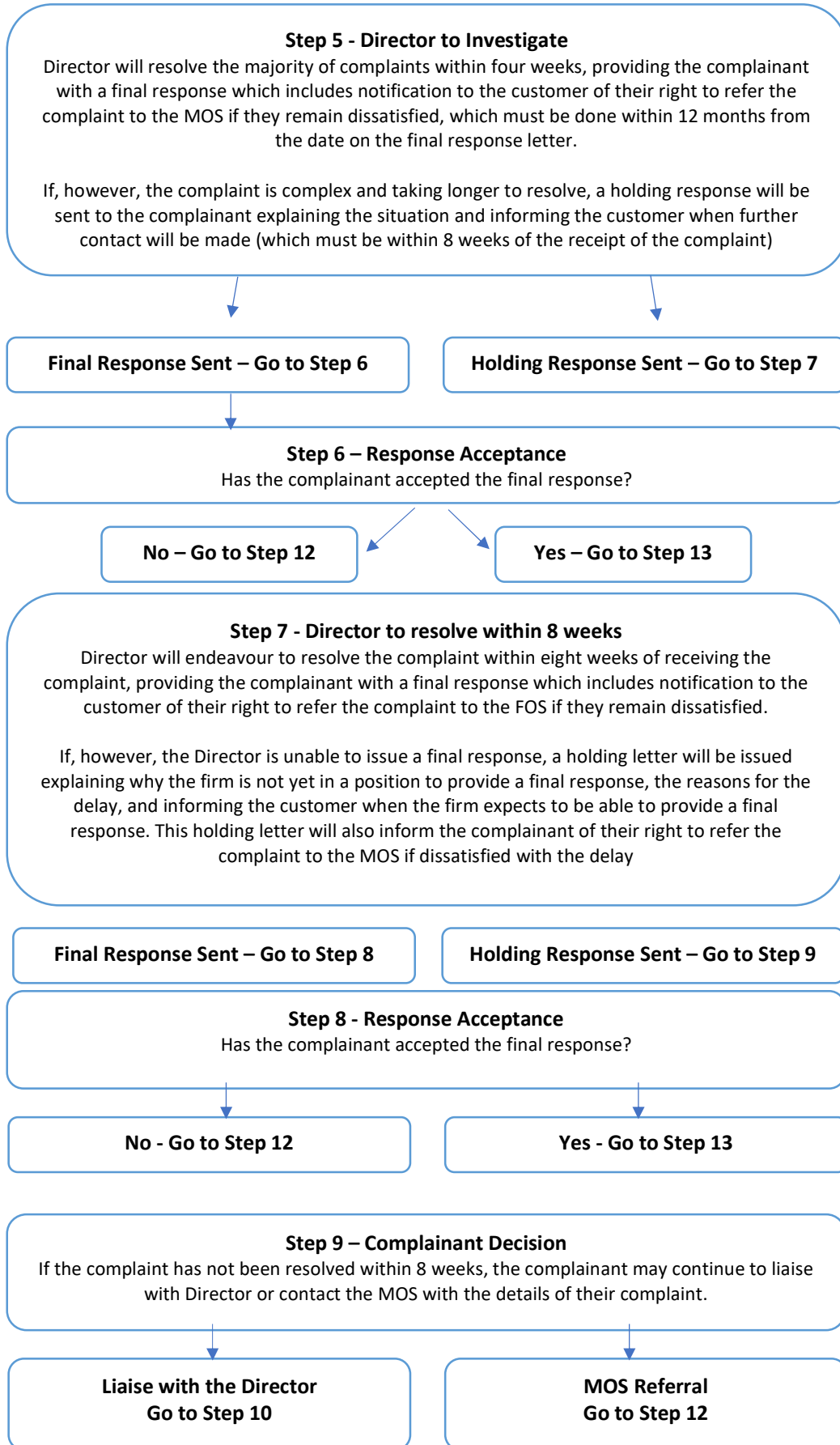
Website: <https://www.themotorombudsman.org/consumers/make-a-complaint>

Please remember that you will need to refer your complaint to the Motor Ombudsman Service within twelve months of receiving our final response.

Appendix 1

Complaints Procedure Key Steps







Policy and Procedure Document

