

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.



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 indepth 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



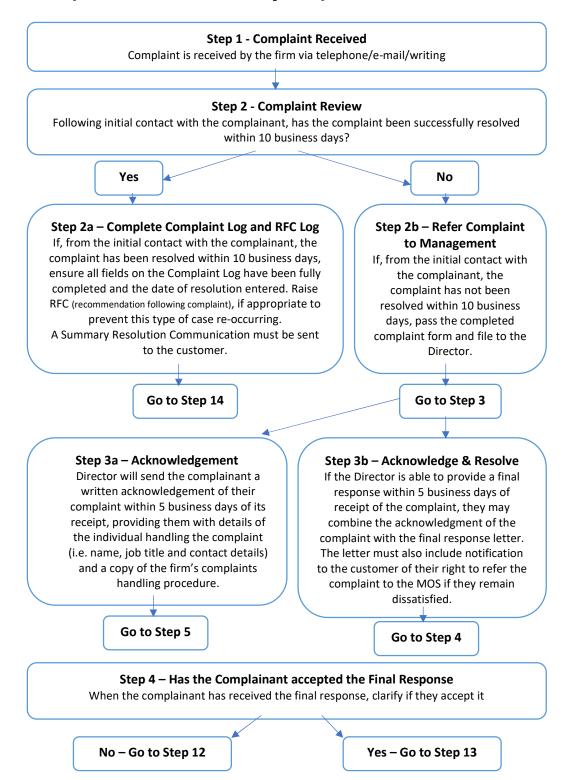
By phone: 0345 241 3008

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



Step 5 - Director to Investigate

Director will resolve the majority of complaints within four weeks, providing the complainant with a final response which includes notification to the customer of their right to refer the complaint to the MOS if they remain dissatisfied, which must be done within 12 months from the date on the final response letter.

If, however, the complaint is complex and taking longer to resolve, a holding response will be sent to the complainant explaining the situation and informing the customer when further contact will be made (which must be within 8 weeks of the receipt of the complaint)

Final Response Sent - Go to Step 6

Holding Response Sent – Go to Step 7

Step 6 – Response Acceptance

Has the complainant accepted the final response?

No - Go to Step 12

Yes – Go to Step 13

Step 7 - Director to resolve within 8 weeks

Director will endeavour to resolve the complaint within eight weeks of receiving the complaint, providing the complainant with a final response which includes notification to the customer of their right to refer the complaint to the FOS if they remain dissatisfied.

If, however, the Director is unable to issue a final response, a holding letter will be issued explaining why the firm is not yet in a position to provide a final response, the reasons for the delay, and informing the customer when the firm expects to be able to provide a final response. This holding letter will also inform the complainant of their right to refer the complaint to the MOS if dissatisfied with the delay

Final Response Sent - Go to Step 8

Holding Response Sent - Go to Step 9

Step 8 - Response Acceptance

Has the complainant accepted the final response?

No - Go to Step 12

Yes - Go to Step 13

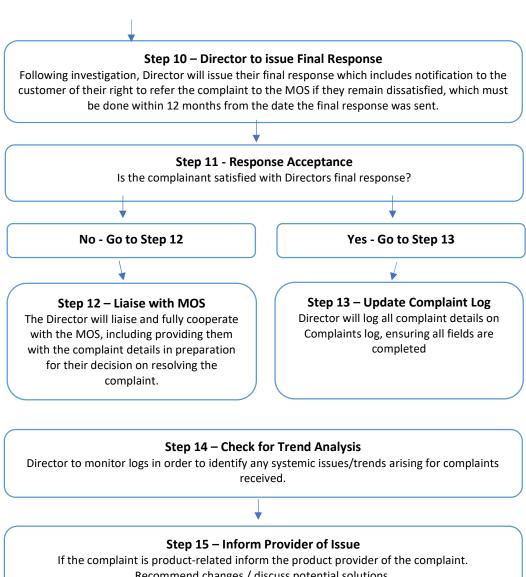
Step 9 - Complainant Decision

If the complaint has not been resolved within 8 weeks, the complainant may continue to liaise with Director or contact the MOS with the details of their complaint.

Liaise with the Director Go to Step 10

MOS Referral Go to Step 12





Recommend changes / discuss potential solutions.

Step 16 – Raise RFC (Recommendation Following Complaint)

If the complaint is in relation to the provision of our service and/or financial products and RFC should be raised to reduce likelihood of the complaint type re-occurring.

Step 17 - Complaint Closed

All logs to be updated prior to closure of the complaint.