

# Complaints Procedure



Driven by Customer Care is the ethos that all dealers within the Fish Brothers Group operate by. So if you are not satisfied by any aspect of the service or products provided by any of the dealers within the Fish Brothers group, then please get in contact so we can look into your concerns and rectify the situation.

## HOW TO CONTACT US



To make a complaint you should contact us through the dealership and department that the complaint is regarding. You can find telephone, email, and mailing addresses for each dealership and department by visiting [www.fish-bros.co.uk/contact-us](http://www.fish-bros.co.uk/contact-us) and selecting the relevant site.

## WHAT INFORMATION DO WE NEED?

To look into your complaint as quickly as possible it would help if you could supply the following information.

**Vehicle details:** Registration Number, Make & Model

**Dealership details:** Dealership and Department details

**Documents:** Copies of any relevant documentation

**Complaint:** Detail of your complaint and any resolutions

## FORMAL COMPLAINTS PROCEDURE

1. We will acknowledge your complaint within 48 hours or 2 business days (Monday – Friday) of receipt.
2. We will fully investigate your complaint and provide a response to you via email. We will endeavor to carry out our investigations as quickly as possible and aim to have a response to you within 14 business days (Monday – Friday).
3. The response will signify the end of our formal complaints procedure.
4. If we are unable to provide a response to your complaint that you are completely satisfied with, you can refer your complaint to the Motor Ombudsman. The Motor Ombudsman acts as an Alternative Dispute Resolution (ADR), offering conciliation and arbitration. You can contact them via [www.themotorombudsman.org](http://www.themotorombudsman.org) or on their advice line 0345 241 3008.

## THIRD PARTY AND DATA PROTECTION

Due to the Data Protection laws, if you would like a third party to deal with your complaint on your behalf, we would need you to provide us with your authority to do so. We cannot deal with a third party unless we are completely satisfied that you have instructed them in the matter.