

OMC Motor Group Ltd

Complaint Handling Policy

Purpose and Scope

Whilst we aim to achieve a high level of service this policy is designed to provide guidance on the way in which OMC Motorgroup Ltd, and its associated companies receive and manage complaints. We want to help you, our customer, to resolve your complaint as quickly as possible.

This policy covers:

- Our standards
- How to complain
- How to contact us
- What to do if you remain dissatisfied

What is a complaint?

A complaint is an expression of dissatisfaction whether justified or not. Sometimes a problem can be resolved quickly, simply by speaking to a member of our staff or a manager in the relevant department. However, if the member of staff considering the matter believes that a more substantive review will be required in order to respond to the issues raised, your complaint will be considered under the formal complaint procedure.

Our Standards

- We treat all complaints seriously, whatever format they are received in.
- You will be treated with courtesy at all times.
- We will deal with your complaint promptly.
- We will keep you updated and let you know when we expect to be able to reply in full.
- Complaints received are logged and analysed for business improvement.

How to complain

Complaints can be made and received in a variety of ways; by phone, e-mail or letter, but where possible complaints should be made in writing, so that the details of the complaint are clear and complete. Details on how to contact us are overleaf.

What information is required when making a complaint?

Please provide the following:

- Your name, and contact details
- Vehicle registration, make and model, if applicable
- Nature of the complaint
- Dates and times, where known

- Copies of any supporting documentation, if available

How to contact us

By Letter:

OMC Motorgroup Ltd,
1 Manchester Road,
Werneth,
Oldham,
Greater Manchester,
OL8 4AU

By Email:

info@omcmotorgroup.co.uk

By Telephone:

0161 287 4141

How we will deal with your complaint

All complaints are different, but this is the basic procedure we will follow once we have received your complaint and confirmed that it should be dealt with in line with this policy:

- We will acknowledge your complaint telling you what we will do next. We aim to do this within three working days of your complaint reaching us.
- We will then check to see if there are any urgent or immediate issues that need resolving. If there are, we will do our best to deal with these straight away. We will keep you updated.
- We will then investigate your complaint to find out what went wrong and what else needs to be done to put things right.
- We will endeavor to resolve your complaint as quickly as possible. Where your case is complex, we may need some time to make sure we have covered everything, so we will keep you informed while we do so.
- Where required we will provide a full written response to your complaint within 20 working days (four weeks) of the date we send our acknowledgement. If your complaint will take longer than 20 days to resolve, we will keep you updated. If your complaint can be resolved there and then, we will endeavor to do so.

What can you expect from us in response to your complaint?

If we find that we have made mistakes or that there have been errors or avoidable delays on our part:

- We will apologise.
- We will explain what went wrong and what we have done to put things right.
- Where appropriate, we will tell you what we have done to stop the problem occurring in the future.

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If we find that we are not at fault, or that the problems were not caused by us:

- We will explain what we have done and why we have done it.
- We will explain how the problem occurred as far as we can tell.
- We will tell you anything that you can do to resolve the problem or avoid it happening in the future.

What principles will we apply when dealing with your complaint?

When we investigate and respond to complaints, we will use the following principles:

- Fairness: complaints will be handled fairly, objectively and in confidence. OMC Motorgroup staff who are the subject of a complaint will be given an opportunity to respond. We will provide a balanced response and, when we have done something wrong, we will say so.
- Promptness: We will make sure that urgent issues are investigated as soon as possible. We will provide you with an update once a problem is resolved. We will then aim to provide a full response to your complaint within 20 working days (four weeks). If we cannot respond to your complaint within 20 days, we will notify you of this along with the reasons.
- Transparency: We will tell you the outcome of any investigation and give our reasons for the decision to uphold or dismiss your complaint. If we cannot tell you something, we will explain why and refer to any relevant legislation (e.g., General Data Protection Regulation).
- Helpfulness: We will give you clear information about anything that you need to do to resolve your issue and about your options if you are dissatisfied with our response.
- Responsiveness: When possible, we will do all we can to make sure that any problems you encountered will not happen again. We will tell you about any actions we have taken to improve our processes, procedures, or services as a result of your complaint.

Persistent or unreasonable complaints

We welcome any feedback about the quality of our service, and we are committed to offering a fair complaints process.

We may consider a complaint to be unreasonable in some circumstances. This may be:

- When a complaint, of a financial matter, is persistently pursued after our complaint's procedure has been fully exhausted, and the person making the complaint has been advised to seek a referral to the Financial Ombudsman Service.
- Where the complaint is identical or substantially similar to a previous complaint made by or on behalf of the same person.
- When the complaint has the effect of harassment, or when the behaviour of the person making the complaint can be fairly characterised as obsessive or manifestly unreasonable.

- When the subject matter of the complaint is, or has been, the subject of legal proceedings.

The decision as to whether a complaint is considered unreasonable will be made by a senior manager/Director.

We reserve the right to deal with complaints that are considered to be unreasonable by:

- Limiting communication with the person making the complaint to just one form and to one point of contact.
- Confirming to the person making the complaint in writing that the investigation/review is complete, that continued correspondence will serve no purpose and that no further action in response to their complaints.
- If there is continued contact by telephone, the member of staff receiving the call will be authorised to bring the conversation to an end by explaining that the case has been closed and, if necessary, by terminating the call.

What to do if you remain dissatisfied?

We aim to resolve complaints at the earliest possible opportunity. If your complaint relates to the sale of a financial product and you feel that it has not been resolved to your expectations, you have the right to refer your case to Financial Ombudsman Service (FOS).

To contact the FOS, please call: 0300 123 9123.

Or alternatively, you can write to the FOS via:

Financial Ombudsman Service
Exchange Tower, London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

If your complaint relates to any of the services we offer and you feel that it has not been resolved to your expectations, you have the right to refer your case to The Motor Ombudsman (TMO).

To contact TMO, please call: 0345 241 3008

Or alternatively, you can write to TMO via:

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

Web: <https://www.themotorombudsman.org>

Data Protection

All complaints received are treated with confidentiality and in accordance with the General Data Protection Regulation.

Quality Controls

Complaints concerning Consumer Credit or General Insurance sales.

Please note- Complaints concerning Consumer Credit and General Insurance sales can take a little longer to investigate and resolve than other complaints as they involve third-party partners.

If you are not satisfied with our Final Response, or it has been more than eight weeks since we received your complaint, you may be able to refer your complaint to the Financial Ombudsman Service for a financial matter, and The Motor Ombudsman for a services issue.

Details about how to contact the Financial Ombudsman can be found within this policy or at www.financial-ombudsman.org.uk or by telephoning 0845 080 1800 (office hours).

Details about how to contact The Motor Ombudsman can be found within this policy or at www.themotorombudsman.org. or by telephoning 0345 241 3008 (office hours).