

## **Customer Complaints** (v1)

### **1. Complaint Contact Details**

#### **1.1. General complaints**

In the first instance please discuss your concerns with a Manager at the Centre the complaint relates to. If you are not satisfied with their response or you wish to refer the complaint to our Head Office your complaint can be expressed:

By post                    Customer Relations, Currie Motors, 161 Chertsey Road, Twickenham, TW1 1ER  
By email                   [margaret.jones@curriemotors.co.uk](mailto:margaret.jones@curriemotors.co.uk)  
By telephone            020 8892 0041

#### **1.2. Complaints relating GAP or SMART insurance**

Currie Motors UK Limited sells GAP and SMART insurance as an appointed representative of ITC Compliance. If your complaint is in relation to GAP or SMART insurance your complaint can be expressed:

By post                    The Compliance Officer, ITC Compliance Limited, Monarch Court, Emersons Green, Bristol, BS16 7FH  
By email                   [complaints@itccompliance.co.uk](mailto:complaints@itccompliance.co.uk)  
By telephone            0845 177 22 66 or 0117 9708426

#### **1.3. Complaints relating to finance**

Your complaint can be expressed:

By post                    Finance Complaints, Currie Motors, 161 Chertsey Road, Twickenham, TW1 1ER  
By email                   [finance@curriemotors.co.uk](mailto:finance@curriemotors.co.uk)  
By telephone            020 8891 8850

### **2. Complaint Procedures**

Currie Motors policy is to deal with all complaints in a professional manner ensuring that we live up to our slogan 'Nice People To Do Business With'. We will always ensure that customers can make complaints with no charge or penalty.

#### **2.1. General complaints**

We will investigate any complaint, whether verbal or written, diligently and impartially, obtaining any additional information as necessary.

Currie Motors UK Limited subscribe to The Motor Ombudsman. If you are dissatisfied with the outcome of a dispute, Motor Codes can provide a CTSI certified Alternative Dispute Resolution (ADR) service. <https://www.themotorombudsman.org/>



#### **2.2. Complaints relating to GAP insurance or SMART insurance**

Currie Motors UK Limited sells general insurance products as an appointed representative of ITC Compliance. The ITC Compliance complaints procedure is available on request.

## 2.3. Complaints relating to finance

### 2.3.1. The process

Any complaint verbal or written will be referred to a Director at the earliest opportunity, we will:

- Acknowledge the complaint in writing promptly
- Give details in our acknowledgement letter of the Financial Ombudsman Service
- Make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep you informed of our progress
- Discuss with you our findings and proposed response

If we cannot respond immediately you will receive contact from us advising on progress. We will let you have our final response as soon as possible and not later than eight weeks.

### 2.3.2. Advisor or provider

Clients often express dissatisfaction to their adviser about the product provider. We will need to establish whether or not your complaint relates to the advice given, the adviser service or the service or performance of the product provider. If unclear, this must not delay investigation and we will proceed with our own investigation. The Director will review this matter and take the complaint to the provider if appropriate in consultation with you.

### 2.3.3. Investigation

The Director will establish the nature and scope of your complaint having due regards to the Financial Conduct Authority's direction:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress

### 2.3.4. Eligible Complainants

It is the firm's policy to treat all complainants the same, however, eligible complainants are legally defined and have additional rights in law that we must acknowledge and adhere to.

The Financial Conduct Authority complaints rules apply to complaints:

- Made by, or on behalf of an eligible complainant;
- Relating to regulated activity;
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience;

### 2.3.5. Final response

This will set out clearly the firm's decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

We must include details of the Financial Ombudsman Service in the final response if dealing with an eligible complainant and a regulated activity, we will:

- Explain that the complainant must refer the matter to the ombudsman within six months of the date of this letter or the right to use this service is lost
- Indicate whether or not we consent to waive the relevant time limits.

#### 2.3.6. Complaints Settled within 3 business days

Complaints that can be settled to your satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to your satisfaction under this section, we will promptly send you a 'Summary Resolution Communication', being a written communication from us which:

- refers to the fact that you have made a complaint and informs you that we now consider the complaint to have been resolved to your satisfaction;
- We will tell you that if you subsequently decide that you are dissatisfied with the resolution of the complaint you may be able to refer the complaint back to us for further consideration or alternatively refer the complaint to the Financial Ombudsman Service;
- Indicates whether or not we consent to waive the relevant time limits, (where we have discretion in such matters)
- Provide the website address of the Financial Ombudsman Service; and
- Refer to the availability of further information on the website of the Financial Ombudsman Service.

In addition to sending you a Summary Resolution Communication, we may also use other methods to communicate the information where:

- We consider that doing so may better meet your needs; or
- We have already been using another method to communicate about the complaint.

#### 2.3.7. Closing a complaint

We will consider a complaint closed when we have made our final response to you. This does not prevent you from exercising any rights you may have to refer the matter to the Financial Ombudsman Service.

#### 2.3.8. Financial Ombudsman Service

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

#### 2.3.9. Contact:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)