

Frasers of Falkirk Limited Complaints handling policy

Purpose and Scope

While we aim to achieve a high level of service this policy is designed to provide guidance on the way in [Company Name] 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. An acknowledgement of your complaint will be sent to you within 5 working days
- 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.

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?

Frasers of Falkirk Limited

Glasgow Road

Camelon

Falkirk

FK1 4JQ

01324632333

sales@frasersoffalkirk.co.uk

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.

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

Data Protection

All complaints received are treated with confidentiality and in accordance with the requirements of the Data Protection Act 2018.

Quality Controls

Complaints are analysed quarterly for the identification of systemic or recurring problems including the time taken to resolve. This helps us to take a closer look at how we can improve our service delivery. Where problems are identified, consideration will be given to the action needed to address these problems.

Authorised and regulated by the FCA.

Our FCA Register number is: 471028

Company Reg No: SC104467