

Complaints Policy

Handling Guidance

1. **Listen and Empathize:** Understand the complainant's concerns and show empathy without admitting fault.
2. **Gather Information:** Collect all necessary details to understand the complaint fully.
3. **Investigate Fairly:** Conduct an impartial investigation, involving relevant parties as needed.
4. **Communicate Clearly:** Keep the complainant informed throughout the process.
5. **Resolve Promptly:** Aim to resolve the complaint as quickly as possible, in line with the policy.
6. **Document Everything:** Keep detailed records of the complaint, investigation, and resolution.
7. **Learn and Improve:** Use complaints as a learning opportunity to enhance products, services, or processes.

1. Introduction

NW Car Sales Limited is committed to providing high-quality products/services and maintaining strong relationships with our customers, employees, and stakeholders. We recognise that sometimes things may go wrong, and we value feedback and complaints as an opportunity to learn and improve. This Complaints Policy outlines how we handle and resolve complaints.

2. Scope

This policy applies to all complaints received from customers, employees, suppliers, or any other stakeholders related to our products, services, or conduct.

3. Purpose

The purpose of this policy is to:

- Provide clear guidance on how to make a complaint.
- Ensure that complaints are handled promptly, fairly, and consistently.
- Use complaints as a tool for continuous improvement.

4. How to Make a Complaint

4.1 Channels for Complaints

Complaints may be submitted through the following channels:

- Email: complaints@nwcarsales.co.uk
- Phone: 03330 062 602
- In-person: The Garage, East Knighton, Dorchester DT2 8LF
- Online form: <https://nwcarsales.co.uk/complaints>

4.2 Information Required

When making a complaint, please provide:

- Your name and contact details.
- A clear description of the complaint.
- Any relevant dates, locations, or individuals involved.
- Supporting documents, if applicable.

5. Complaint Handling Process

5.1 Acknowledgment

- Complaints will be acknowledged within 2 business days (Monday to Friday excl public holidays) of receipt.
- You will be provided with a reference number and the name of the person handling your complaint.

5.2 Investigation

- Your complaint will be investigated thoroughly and impartially.
- You may be contacted for further information if needed.

5.3 Resolution

- We aim to resolve complaints within 14 business days as outlined in clause 5.1.
- You will be informed of the outcome and any actions taken.

5.4 Appeals

- If you are dissatisfied with the resolution, you may appeal within 30 days.
- Appeals will be reviewed by a senior manager or designated authority.

6. Confidentiality

- All complaints will be handled confidentially and in accordance with applicable privacy laws.

7. Monitoring and Improvement

- We will regularly review and analyse complaints to identify trends and opportunities for improvement.
- This policy will be reviewed and updated as needed.

8. Contact

For any questions or concerns related to this policy, please contact Nicholas Creech.

9. Approval

This policy has been approved by the Company Compliance Officer on 24/08/2023