

Complaints Procedures

If you wish to make a complaint, please contact us: * by writing to us at Hartlebury Cars, Moors Farm, Station Road, Hartlebury, DY11 7YJ or by emailing sales@hartleburycars.co.uk. We will send you a letter acknowledging receipt of your complaint within 7 days of us receiving the complaint.

We will then investigate your complaint. We will then either: Invite you to a meeting to discuss your complaint. We shall do this within 14 days of sending you the acknowledgment letter. Following the telephone conversation/meeting we will write to you to confirm what took place and any solutions we have agreed with you; or send you a detailed written response to your complaint to include suggestions for resolving the matter. We will do this within 21 days of sending you the acknowledgment letter.

We will aim to have a full resolution within an 8wk deadline providing third party supplies are obtained within said timeline.

If you are still not reasonably satisfied with the response after following the above steps you must contact us again and we will arrange for a review of the decision. We will contact you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

After making a complaint to us you are still unhappy and feel the matter has not been resolved to your satisfaction, please contact the Financial Ombudsman Service ("FOS" - www.financialombudsman.org.uk). Please note that FOS may not be able to deal with complaints from business customers. Further details about our complaints procedure and FOS are available on request