



## **How To Complain**

### **Our Commitment to Quality – Our Complaints Procedure**

We hope you enjoyed your buying experience with us and that your car is reliable and provides you enjoyment whilst using it. However we do understand that sometimes things go wrong. On those occasions we are committed to responding promptly and fairly to any complaints from our customers.

Our aim is always to resolve any complaint at the earliest opportunity. We keep records of all complaints that we receive, which provides us with valuable feedback, telling us how we can improve our services. Your views are important, so please make them known to us. The complaint investigation is free of charge.

#### **Who should you complain to?**

In the first instance, please address your complaint, in writing, email or by telephone to our Customer Services team whose details are at the bottom of this document.

#### **What will we do next?**

Our aim is to provide a satisfactory solution as speedily as possible. We will endeavour to sort out the problem there and then. In some cases further investigation may be required, in which case we will try to provide an answer or initial response by the end of the next working day following receipt of your complaint.

If this is not possible and it is a regulated complaint, we will send you a written acknowledgement within five working days of receipt. This will state the name of the person who is dealing with your complaint, their contact details and confirm our understanding of the nature of your concerns. Otherwise we will just keep in touch by your preferred method of contact.

#### **When will we contact you again?**

If your complaint is regulated, we will either provide our final response to your complaint within eight weeks of receipt or if after eight weeks we have still not provided a final response to your complaint, then we will write to you giving reasons for the delay and tell you when we expect to be able to provide a final response. If your complaint can be referred to an ombudsman service, arbitration scheme, or dispute resolution scheme, then we will explain the process and provide you with the necessary details. Alternatively you may still choose to wait until we are in a position to provide our final response.

#### **What do we mean by final response?**

If your complaint is regulated then our final response will detail the results of our investigation into your complaint and we will explain whether it has been accepted or rejected. In both cases we will explain the reasons for our decision. Where it is appropriate, we may make an offer of redress taking into account the individual circumstances of each case investigated. This will not always involve financial redress and may simply involve an apology. Our aim is to treat all customers consistently and fairly.

#### **What happens if you remain dissatisfied?**

Our final response will provide details of how you may escalate your complaint if you remain dissatisfied following the outcome of our investigation. It will also give you details of any rights of referral you may have to an ombudsman service, arbitration scheme, or dispute resolution scheme. If your complaint is not regulated and you do not get such a response then you can escalate it by addressing your complaint to 'The Directors' and using the details below.

#### **Contact details:**

#### **Customer Services**

**Ucan Financial Services Ltd, 69 Manchester Road, Hyde, SH14 2BJ**

**Telephone : 01942 590360**

**e mail: [customerservices@ucanfinancialservices.co.uk](mailto:customerservices@ucanfinancialservices.co.uk)**



**If you have a Complaint regarding FCA regulated activities?**

Regulated activities are Finance or Insurance, if your complaint relates to these then please contact Automotive Compliance directly.

Automotive Compliance Ltd you can be contacted via post, telephone, or email:

Automotive Compliance Ltd  
The Factory  
44 Alfred Street  
Gloucester  
GL1 4DD

Telephone - 01452 671 560

Email : [complaints@automotive-compliance.co.uk](mailto:complaints@automotive-compliance.co.uk)