

Higgs & Barker Limited

Our Commitment to Quality

COMPLAINTS PROCEDURE

We are committed to respond promptly and fairly to any complaints or expressions of dissatisfaction from our customers. Our aim is always to satisfactorily resolve any complaint at the earliest opportunity, so please help us by following the guidelines.

Who should you complain to?

In the first instance please raise your complaint, either in person, by phone or in writing, with your main point of contact, for example the Sales Executive who looked after the sale of your vehicle or the Service Advisor who is looking after your vehicle's service or repair.

What will we do next?

Our aim is to provide a satisfactory solution as speedily as possible. We will endeavour to sort out most customer queries on a day to day basis, simply, informally and quickly. In some cases further investigation may be required, in which case we will try to provide an answer within 10 working days. If this is not possible, we will send you a written acknowledgement of receipt of your complaint. This will state the name of the person who is dealing with your complaint and their contact details, and will confirm our understanding of the nature of your concerns.

Senior Management

If you feel unhappy with the response following your initial complaint, please contact our Managing Director who would be happy to speak with you directly with a view to resolve any issues.

What do we mean by final response?

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?

If you are not satisfied following the conclusion of our complaint handling procedure, it is recommended that you contact The Motor Ombudsman ("TMO") who is our certified Alternative Dispute Resolution provider. TMO provides motorists with free and impartial adjudication in the event of a dispute.

You can find further information about TMO procedures through the Motor Ombudsman website at www.themotorombudsman.org. Alternatively you can contact The Motor Ombudsman information line on 0345 2413008.