



Humming Bird Motors always strive to provide excellent customer service and always aim to be transparent with our valued customers so that the service we provide can remain of the highest standard.

If you have a complaint, either about the level of service you've received or some dissatisfaction with your car, we welcome your feedback so that we can work on resolving your concerns as quickly as possible. We have outlined below the steps that you will need to take.

## **STEP ONE**

When a complaint is received at the dealership either in writing, verbally or via the manufacturer's head office, this will be handled initially and in all cases by the relevant Departmental Manager, who will investigate and attempt to find a resolution to the customer complaint. Every effort should be made to respond to the customer within 3 working days, in any event a call will be made to the customer informing them we have received the complaint, this call shall be recorded.

## **STEP TWO**

If the Departmental Manager is not able to satisfy the customer's complaint he will advise the customer to detail their complaint in writing, either in a letter form or by email to the Dealership General Manager. The Departmental Manager will advise the customer of the General Manager's email address at this point and to whom to address the letter of complaint.

The General Manager will conduct a full and unbiased investigation into the customer's complaint. Every effort will be made to respond to the customer's complaint within 3 working days. This should be done in writing. However, the General Manager may prefer to contact the customer directly by telephone, but would still follow up any conversation with a letter detailing and confirming the outcome of the discussions.

## **STEP THREE**

If the General Manager is unable to resolve the complaint to the customer's satisfaction, the customer shall be informed by the General Manager that the General Manager will escalate their complaint, for the attention of the Directors.

The Directors will review the complaint and respond in writing to the customer regarding their complaint. Every attempt will be made to respond to the customer's complaint within 3 working days.



## **ALTERNATIVE DISPUTE RESOLUTION**

If the Directors are unable to resolve the complaint to the customer's satisfaction, the customer's co-operation will be sought to engage in Alternative Dispute Resolution to achieve an outcome that is fair and reasonable to all Parties.

The customer will be advised in writing of The Motor Ombudsman's Alternative Dispute Resolution service. The complaint may then be referred by the customer to The Motor Ombudsman in order to utilise their Alternative Dispute Resolution service accordingly.

Alternatively, if your complaint relates to Financial Services, you may then refer the complaint to the Financial Ombudsman Service. This service is free to use. Their consumer helpline is available on 0800 023 4 567 or 0300 123 9 123 or you can visit their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk), or email them at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or write to the Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Throughout this process, records will be maintained.

If you have any questions regarding the customer complaint process please contact Customer Relations Department on 020 8200 2200.