

L J Gammer (Stowmarket) Ltd Customer Complaints Procedure.

L J Gammer (Stowmarket) Ltd is committed to providing products and service of the highest standard. However, we do understand that sometimes things can go wrong. If you have a concern or are dissatisfied in any way, we'll do our best to help resolve the situation in a fair and transparent way.

L J Gammer (Stowmarket) Ltd will investigate all complaints competently, diligently and impartially obtaining additional information as necessary. Every complaint will be assessed fairly, consistently and promptly taking into account all relevant factors to ensure a fair outcome for you.

L J Gammer (Stowmarket) Ltd will carry out staff training to all existing and new staff to ensure full outstanding of our customer complaint procedure.

If you have a concern with either your vehicle or the service you have received from us, please contact us at:

L J Gammer (Stowmarket) Ltd
Victoria Garage
Stowupland Road
Stowmarket
Suffolk
IP14 5AG

Tel. 01449 773800

Email: sales.gammers@btconnect.com

We're here: 8am – 5:30pm Monday to Friday and 9am – 3pm Saturday

Calls are charged at the local rate, plus your phone company's access charge.

What you will need to provide.

To help us investigate and try to resolve your complaint, please provide us with the following information:

- your name and address;
- details of how we can contact you;
- a clear description of your complaint;
- details of what you would like us to do to rectify the situation;
- if appropriate, copies of any relevant supporting documentation.

If the complaint is regarding a finance agreement or the vehicle funded under a finance agreement please contact the finance company shown on your agreement; their contact details should be on the agreement. Please note that L J Gammer (Stowmarket) Ltd is a credit broker not a lender therefore

can only investigate complaints about how we have introduced and/or sold the finance agreement. For all other complaints about the finance agreement we will refer you to the relevant lender.

THE FINANCIAL OMBUDSMAN SERVICE

If you remain dissatisfied with our response in relation to how we have introduced and/or sold the finance agreement, you may have the right to refer the complaint to the Financial Ombudsman Service. We will advise you if you may have the right to refer to the Financial Ombudsman.

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone: 0300 1239 123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Our commitment to you

We will thoroughly investigate your complaint and offer a fair response that will take into account all the information available to us.

We will do our best to resolve your complaint as quickly as possible. However, if resolution is not possible within 5 working days we will provide a written acknowledgement of your complaint and give you the details of who is handling the case and how to contact them.

The person handling the case will keep you updated on the progress of your complaint and, within 8 weeks of receiving your complaint, either write to you with a final response and the reasons behind this or explain why we are not in a position to give you a final response and let you know when to expect it.

We may not always provide the answer you are looking for but we'll make sure we offer a clear explanation for our decision.