



COMPLAINTS PROCEDURE

Ocean Automotive (Swedish) Ltd (trading as Volvo Cars Poole) is incorporated in the UK, Company No. 09379825 and is an Appointed Representative of Automotive Compliance Ltd, which is authorised and regulated by the Financial Conduct Authority (FCA No 497010).

Our Commitment to You

At our organisation our aim is to provide you with excellent customer service. Occasionally, we may fail to meet your expectations, mistakes can happen and when they do, we will try to put things right as quickly as possible. This page tells you about how we deal with any complaints you may have and aims to demonstrate our commitment to customer service.

If you have a Complaint

We define a complaint as any expression of dissatisfaction, whether oral or written and whether justified or not. Your complaint will be taken seriously and we will make every effort to resolve the problem straight away.

If you have a complaint relating to a **financial service** eg; it is in relation to a finance agreement or insurance policy, please help us to deal with your complaint as speedily as possible by providing us with as much information as possible about the insurance policy / finance agreement purchased at an early stage.

You can notify us of your complaint through the following channels:

In Writing: Automotive Compliance Ltd, The Factory, 44 Alfred Street, Gloucester, GL1 4DD

Telephone: 01452 671560

Email: complaints@automotive-compliance.co.uk

If you have a complaint which is **not relating to any financial service**, please provide us with as much information as possible about your concern and address this to James Litton, General Manager – Director, Volvo Cars Poole, 582-602 Ringwood Road, Poole, Dorset BH12 4LY. Alternatively you can email your complaint to James.Litton@volvocarspoole.co.uk or telephone 01202 065555.

What happens if your complaint cannot be resolved right away in the organisation?

There may be times when we need to carry out further investigations and will not be able to resolve your complaint straight away.

Once received, your complaint will be investigated and dealt with in the following way:

By Day 7

We will try to provide you with a full reply. If this is not possible we will confirm who will be looking into your complaint.

By Day 28

Your complaint will have hopefully been investigated and a full response provided to you at this stage. However, if for any reason we are still unable to provide a full response by this time, we will contact you with an update of the current situation.

By Day 56

In the unlikely event that your complaint has not been resolved at an earlier stage, a senior manager will complete a review and write to you with a final response.



VOLVO CARS POOLE

If you are still dissatisfied

If you wish to pursue your **financial service** complaint further you can contact the Financial Ombudsman Service within six months of your final response. However, you will need to check that your complaint falls within its terms of reference.

The Financial Ombudsman Service is there to act as impartial adjudicator and is responsible to the Financial Conduct Authority and not to the dealership. You can find out more about the service by contacting:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone 0845 080 1800

Where your complaint **does not relate to a financial service**, you can contact The Motor Ombudsman, 71 Great Peter Street, London SW1P 2BN. Telephone: 0345 241 3008. Email: consumer@tmo-uk.org or you can visit their website www.TheMotorOmbudsman.org to learn more about their alternative dispute resolutions.

Any reference to any of the above will not affect your right to take legal proceedings.