

# Complaints Handling Policy

California Car & Commercials Limited take pride in achieving a high level of service for every customer that has any communication or sales transaction with ourselves. If, for any reason, you feel that this is not the case, this policy is designed to provide guidance on how we will handle your complaint.

This policy is designed to assist us in resolving your complaint as quickly as possible - whether it is via email format, telephone or in person.

**This policy only applies to complaints about your vehicle or service experience. If you have a complaint regarding your finance and/or any insurance products, please see our "Finance and Insurance Complaints Procedure" for details of who to contact.**

## What is a complaint?

A complaint is an expression of dissatisfaction - whether justified or not. Most complaints can be resolved quickly, simply by speaking to a member of staff or a manager in the relevant department.

However, if the member of staff or Manager considering the complaint believes that a more in-depth review is required in order to respond to the issues raised, your complaint will be escalated to the Directors of the business to carry out any investigations required and resolve the issue.

## Our Pledge to You

At California Car & Commercials, we will always treat every complaint seriously and always treat customers with courtesy. We aim to deal with your complaint as promptly as possible and will keep you updated every step of the way. All complaints will be logged for any training or business development that is needed to prevent further complaints in the future.

## How to Make a Complaint

If you wish to make a complaint, please contact us:

**In Writing:** FAO: Site Manager, California Car & Commercials Limited, Garrard Way, Telford Way Industrial Estate, Kettering NN16 8TD

**Via Email:** [sales@california-group.co.uk](mailto:sales@california-group.co.uk)

**By Telephone:** 01536 415815

Last Modified: 16.05.2023