



LAWRENCE OF KEMNAY Limited COMPLAINTS HANDLING PROCEDURE



The steps we take to handle complaints

It is never our intention to cause inconvenience to you, we will always do our utmost to resolve a complaint to your satisfaction. We will endeavour to address your complaint in a fair, consistent and prompt manner. This procedure tells you how to make a complaint and sets out our complaints handling procedure.

1. Talk to the Department Manager

In the first instance please allow the Department Manager to assist you with any concerns you may have. At Inverurie this would be our Sales Manager and Aftersales Manager Tel: 01467 629926 and at Balmedie our Site Manager Tel: 01358 743470

2. Contact our Senior Management team

Alternatively, and for all consumer credit and insurance related complaints, please contact our Senior Management team. They can be contacted 01467 629926, Monday to Friday 9 a.m. to 5 p.m. Alternatively, you can email us at inverurie@lawrenceofkemnay.co.uk or write to us at Lawrence of Kemnay Customer Care, Elphinstone Road, Port Elphinstone, INVERURIE, AB51 3RN.

3. What happens next?

Sometimes we may ask you to outline your complaint in writing; this helps us fully understand your concerns. If we cannot resolve your complaint straight away, we will look into it in more detail. After your complaint has been received, we will take the following steps:

4. Within a week

We will try to give you a full reply. If this is not possible, we will promptly send you an acknowledgement, which will let you know we have received your complaint and provide you with details of who is dealing with it.

5. Within four weeks

We hope to have completed our investigations and written to you with our final response. Hopefully, this will resolve the situation but, if you are still unhappy, please contact us as using the details above at point 2. In some cases, we may need more time to respond and if so we will write to you with an update of the situation.

6. Within eight weeks

In the majority of cases, we will have written to you with our final response. It is highly unlikely that your complaint will not have been resolved by this time but if it has not we will write to you with a further update. If you are dissatisfied with our final response or the update provided at eight weeks, for insurance and consumer credit complaints you can contact the Financial Ombudsman Service. The Financial Ombudsman Service is free, independent and impartial. The Financial Ombudsman Service consumer helpline is available on 0800 0234 567 or 0300 123 9123 or you can visit their website at www.financial-ombudsman.org.uk, email them at complaint.info@financialombudsman.org.uk or write to the Financial Ombudsman Service, Exchange Tower, London E14 9SR. Whilst acting as a consumer, if a non-financial services related dispute arises that cannot be resolved between us within a reasonable timescale, you may refer the dispute to the free independent Advisory and Conciliation Service operated by the Motor Ombudsman, the government-backed, self-regulatory body for the motor industry. For details of this service you can call their dedicated Advice Line on 0345 241 3008, submit an enquiry or complaint via the website www.TheMotorOmbudsman.org or write to The Motor Ombudsman Ltd, 71 Great Peter Street, London, SW1P 2BN.

Thank you for taking this time to read our complaints procedure, we do hope that this demonstrates our commitment to customer care.