



'Complaints Procedure'

Car Hunter is a premium automotive dealer that is committed to providing an excellent service for customers during the purchasing process and ownership of a vehicle. Our mission is to provide a personally tailored purchasing experience.

We are committed to providing high quality services to all customers, however there are times when things go wrong. If a problem occurs, the company strives to address complaints promptly and effectively.

CONTACT: Ryan Curry

The best way to contact Car Hunter is to call or email on:

- By telephone: **07561262007**
- By email to: **info@carhunterni.com**
- By post to: **Car Hunter, 135 Ballynadrone Meadows, Craigavon, Northern Ireland, BT67 0FZ**

WHAT WE WILL DO FOR YOU:

- Investigate your complaint thoroughly and where possible, in a timely manner.
- Keep you informed of the progress of your complaint.
- Do everything we reasonably can to help you.

WHAT WE NEED FROM YOU:

- Your name and address.
- Your vehicle registration number.
- Your preferred method of contact.
- A phone number or email address to contact you as required above.
- A clear description of your complaint.
- How you believe the matter could be resolved.

If you have someone who is acting on your behalf in pursuing your complaint, we will need your signed authorisation before dealing with them.

WHEN AND HOW YOU WILL HEAR FROM CAR HUNTER:

If your complaint can be resolved within 3 working days, Car Hunter will send you written confirmation of this in the form of a summary resolution letter. Where the complaint cannot be resolved within three working days, you will receive a written acknowledgement so that you know your concerns are being investigated.

A full investigation will then be undertaken, and you will be kept updated on the progress. You will be contacted if further information is needed to investigate the issues you have raised.

You will receive a final response within 8 weeks, although Car Hunter aims to get your complaint resolved well before this time. The final response will:

- Let you know the outcome of the investigation.
- If appropriate, advise you of what will happen to rectify the problem.
- If Car Hunter disagree with your complaint, an explanation of why this is.

If Car Hunter decide that you are not an eligible complainant, you will be advised of this promptly. This may be because your complaint is time barred which means the event happened more than 6 years ago, or it is more than 3 years since you should reasonably have been aware you had cause for complaint. There may be times where part of all a complaint is referred to a third party. Wherever possible this will be done within 5 working days, ensuring your consent has been obtained do so. You will be provided with the contact details of the third party.

REFERRING YOUR COMPLAINT

After the investigation, if you are still unhappy with the response to your complaint, you can choose to refer it to the Financial Ombudsman Service (FOS). They provide a free, independent service to help resolve complaints:

www.financial-ombudsman.org.uk

0800 023 4567 (calls free on mobile phones and landlines)

0300 123 9123 (consumer helpline - calls cost no more than calls to 01 or 02 number)

Complaint.info@financial-ombudsman.org.uk

Financial Ombudsman Service, Exchange Tower, London E14 9SR

If you decide to refer your complaint after Car Hunter has issued its final response, you should do so within 6 months of the date on the final response letter. Details of how to raise your concerns with the FOS will be included in the final response.

All records will be kept for a period of six years.