

## Avalon Motor Company Complaints Policy

19<sup>th</sup> December 2018

Dear Customer

My aim as Managing Director is to maintain a culture within Avalon, ensuring the highest possible levels of customer care. Therefore, your satisfaction is a top priority and all of the staff have a desire and commitment to exceed your expectations on every occasion. However, we recognise that even with the best of intentions there may be occasions when the levels of service fall short of your expectations.

If you are unsatisfied with any aspect of your experience with Avalon, please follow the procedure below;

- (1) Ask to speak to the Manager of the Department and outline your concerns. The Managers are all trained to listen and qualify what has happened and will in most instances offer you a solution without delay.
- (2) In the unlikely event the situation has not been resolved please write to the Managing Director (Matthew Ruddle) outlining the issues. The company policy is to contact you within 3 working days, usually via telephone, so please ensure you include all daytime numbers for ease of contact.
- (3) Having 1<sup>st</sup> contacted the department manager and then the Managing Director, if you feel the issue is still unresolved the Motor Codes Advisory and Conciliation Service will offer free impartial advice and when appropriate an Alternative Dispute Resolution (ADR) service that we are fully committed to in the event that you are not satisfied with the outcome of a dispute.  
For further information you can visit their website at [adr.motorcodes.co.uk](http://adr.motorcodes.co.uk) or call their Consumer Advice Line: 0345 241 3008

If you are unsatisfied with an insurance product, we have sold to you, in the first instance please follow the above procedure. However, if you remain unsatisfied you can complain to the following organization:

The Financial Ombudsman  
South Quay Plaza  
183 Marsh Wall  
LONDON  
E14 9SR

Our company registration number is 306943.

Data Protection Act complaints:

If you have a complaint related to the Data Protection Act or information held about you please forward it in writing to the Company Secretary (Matthew Ruddle), we will handle all complaints as a matter of priority and will respond to you within 3 working days

Disability discrimination related complaints:

If you feel you have been discriminated against by Avalon or one of our employees, please forward your complaint in writing to the Company Secretary (Matthew Ruddle). All complaints will be dealt with confidentially. If you would like a copy of the company Disability Discrimination Act policy, please request in writing from the Company Secretary.

Yours sincerely

*M Ruddle*

Managing Director