

Avalon Motor Company Complaints Policy

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.

If you are unsatisfied with an insurance product, we have supplied 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
12 Endeavour Square,
London
E20 1JN

Our company FCA registration number is 306843.

GDPR Related Complaints:

If you have a complaint related to GDPR 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.

Yours sincerely



Matthew Ruddle (31st October 2020)
Managing Director