

Complaints Procedure

S & R MOTORS (STRATTON) LIMITED

Company number: 08122152

Registered office: 43-45 Devizes Road, Swindon, Wiltshire, United Kingdom, SN1 4BG

Website: www.srmotorgroup.co.uk

At **S & R MOTORS (STRATTON) LIMITED**, we are committed to delivering high standards of customer service and satisfaction. However, we understand that occasionally things may not go as expected. If you are dissatisfied with any aspect of our service, we encourage you to let us know so we can address the matter promptly and fairly.

1. How to Make a Complaint

If you wish to make a complaint, you can contact us using one of the following methods:

In Writing:

S & R MOTORS (STRATTON) LIMITED

Kennedy Drive, Swindon, Wiltshire, SN3 3SB

United Kingdom

By Email:

srmotorgroup@hotmail.co.uk

By Phone:

01793 422228

2. What to Include in Your Complaint

To help us resolve your issue efficiently, please provide:

- Your full name and contact details
 - The nature of your complaint
 - Any relevant reference numbers (e.g., vehicle registration, invoice number)
 - Copies of relevant documents (if applicable)
 - Your preferred resolution, if known
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3. What Happens Next?

Upon receiving your complaint:

- We will acknowledge your complaint within **3 working days**.
 - Your complaint will be reviewed by an appropriate member of our management team.
 - We aim to provide a final response within **10 working days**. If the issue is complex or requires further investigation, we will keep you updated on progress and provide a response within **8 weeks** at the latest.
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4. If You're Still Not Satisfied

If you are unhappy with our final response, and your complaint relates to a financial service we have provided (such as vehicle finance), you may refer your complaint to the **Financial Ombudsman Service** (FOS). This service is free, impartial, and available to eligible complainants.

Contact details for the Financial Ombudsman Service:

Website: www.financial-ombudsman.org.uk

Phone: 0800 023 4567 (free from most landlines and mobiles)

5. Alternative Dispute Resolution

If your complaint does not relate to financial services, and we are unable to resolve your issue to your satisfaction, you may be entitled to refer the matter to the **Motor Ombudsman** or an alternative dispute resolution provider.

The Motor Ombudsman

Website: www.themotorombudsman.org

Phone: 0345 241 3008

6. Our Commitment

S & R MOTORS (STRATTON) LIMITED values your feedback and views every complaint as an opportunity to improve. We strive to resolve all issues in a fair, respectful, and timely manner.