

Customer Complaints

Your Rights and How We Resolve your Complaint

We, at Imperial Commercials, pride ourselves on excellent customer service. Treating our Customers fairly and with integrity is central to our core values as a business.

If you feel that you would like to complain about a service you feel hasn't reached our expectations please contact us in the following ways:

You can email or write (to the relevant person to your area below), with full details of your complaint to:-

Hull Region

FAO Sukhdev Singh
Imperial Commercials
Hedon Road
Hull
HU9 5PJ

Stoke Region

FAO Geoff Haspell
Imperial Commercials
Leek New Rd
Stoke
ST6 2DE

Halesowen Region

FAO Peter Glover
Imperial Commercials
Park Road
Halesowen
B63 2RL

Derby /Notts Region

FAO Matthew Lawrenson
Imperial Commercials
Ashbourne Road
Mackworth
DE22 4NB

Peterborough Region

FAO Steve Affleck
Imperial Commercials
Fengate
Peterborough
PE1 5XG

Bristol Region

FAO David Lewis
Imperial Commercials
Days Road
Bristol
BS2 0QP

- Email: aftersalescomplaints@imperialcommercials.co.uk
- Post: To the relevant details above

Once we have received your complaint, we will contact you in the first 72 business hours to discuss your dispute and will send you written confirmation of this.

We will then conduct an internal investigation in an impartial way – obtaining additional information from internal and external sources if required. We will keep you informed at every stage, what is happening.

We aim to resolve all complaints within 14 working days. If we feel the Complaint is outside of Imperial Commercials remit, we will forward promptly to the relevant party and inform you as soon as possible.

As a consumer, if you feel your complaint has not been resolved in a satisfactory manner, you can refer your complaint to an Alternative Dispute Resolution provider. We **recommend** and **intend** to use the following:-

- The National Conciliation Service, Retail Motor Industry Federation Ltd, 2nd Floor, Chestnut Field House, Chestnut Field, Rugby, Warwickshire. CV21 2PA