

# 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 us, with full details of your complaint to:-

- Email: [complaints@imperialcommercials.co.uk](mailto:complaints@imperialcommercials.co.uk)
- Post: Mr Gareth Kaye, Imperial Commercials Ltd, 14/15 High Street, High Wycombe, HP11 2BE

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.

For complaints not finance-related, and you feel your complaint has not been resolved in a satisfactory manner, you can refer your complaint to an Alternative Dispute Resolution provider. In the event, we **recommend** and **intend** to use the following:-

- Consumer Complaints Service, Scottish Motor Trade Association Ltd, Palmerston House, 10 The Loan, South Queensferry, EH30 9NS

For complaints which are finance related, and you feel your complaint has not been resolved in a satisfactory manner, you can refer your complaint to the Financial Ombudsman Service. You can get in touch with them in the following ways;

- Tel: 0800 023 4567 or 0300 123 9123
- Post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)