

## COMPLAINTS PROCEDURE

**Last Updated: July 2023**

Ansloos Motors Ltd is committed to ensuring that the principle of treating customers fairly is applied responsibly and with integrity throughout all aspects of our day-to-day business.

In practical terms, this means we ensure:

Our premises are orderly, well maintained and inviting, providing a pleasant environment for our customers.

We have an industry leading sales process that provides a highly efficient, effective and simplified experience.

The products and services we offer are suited to our customers, competitively priced and presented in a way that's easy to understand.

Our carefully selected business partners are also committed to this core principle of treating customers fairly.

**If you're unhappy with any aspect of dealing with the company, we'd like to hear about it.**

Write to:

Email: [sales@ansloosmotors.com](mailto:sales@ansloosmotors.com)

Ansloos Motors Ltd  
Plas Acton Garage  
282 Chester Road  
Wrexham  
LL12 8DU

We will process and deal with any written or emailed complaint within 5 working days. We believe in a transparent process and will explain all reasoning behind any answer or assessment given.

If we are unable to agree or resolve a matter to a customers' satisfaction internally using the above methods then we would encourage the follow steps be taken:

- Engage in a meaningful form of Alternative Dispute Resolution (ADR). Ansloos Motors is a member of the Motortrades Ombudsman who can offer ADR for us.

- Failing attempts at ADR, start court proceedings. If the value of the car or repair is below £10,000 then you claim in the small claims court. For amounts above this threshold then claims must be issued in the full court.