

Complaints Procedure

Here at Incentive Cars Limited we hope you have had a fantastic experience, if you feel that part of our service has not been as you would have expected, and you wish to make a complaint, please contact us by writing to; Incentive Cars Limited, Unit 19 Fivewood Barn, Money Lane, Chadwich, Bromsgrove. Worcestershire. B61 0QY or by email to; info@incentivecars.co.uk. We will acknowledge your complaint within 7 days of us receiving the complaint.

Please ensure you include the following information.

- Your name and address in full
- Your telephone numbers and email addresses
- Details of any vehicle concerned along with reference or Registration numbers
- Copies of any specific documents being discussed or referred to
- Full details of the issues or complaint that you have with our service or team member
- An indication of your preferred outcome of the complaint procedure

We will then investigate your complaint and either invite you to a meeting discuss your complaint or arrange a scheduled call. We shall do this within 14 days of sending you the acknowledgment letter. Following the telephone conversation / meeting we will write to you to confirm what took place and any solutions we have agreed with you; or send you a detailed written response to your complaint to include suggestions for resolving the matter. We will do this within 21 days of sending you the acknowledgment letter.

Although often most complaints are resolved quickly, we aim to have a full resolution within a 8 week deadline providing third party supplies are obtained within said timeline.

If you are still not reasonably satisfied with the response after following the above steps you must contact us again and we will arrange for a final review of the decision. We will contact you within 21 days of receiving your request confirming our final position on your complaint and explaining our reasons.

After these procedures have been followed, if you are still unhappy and feel the matter has not been resolved to your satisfaction, please contact the Financial Ombudsman Service (FOS) (www.financialombudsman.org.uk) Please note FOS may not be able to deal with complaints from business customers. Further details about our complaints procedure and FOS are available on request.