Our Complaints Policy

At **Croyde Motors** we pride ourselves on delivering first class customer satisfaction to all our customers, however we understand that every now and again we unfortunately don't meet expectations. When this happens the first step to take is to get in contact with a member our team.

If you have a General complaint:

For complaints relating to non-regulated activities, this is anything concerning the dealership, sales or after sales.

Please contact us directly via email with the details and any supporting documentation.

If you do not have an email account, you can telephone us or send a letter.

Croyde Motors, 3 Jones Hill, Croyde, EX33 1LX
Telephone no: 01271 890260
Email: roythackray@croydemotors.seat.co.uk

Our management team is committed to resolve any issues or problems you have, whatever that may be. Often problems are quickly resolved within 24 hours leaving customers happy with the service they received.

If you have a Complaint regarding FCA regulated activities?

Regulated activities are Finance or Insurance, if your complaint relates to these then please contact Automotive Compliance directly.

Automotive Compliance Ltd you can be contacted via post, telephone, or email:

Automotive Compliance Ltd
The Factory
44 Alfred Street
Gloucester
GL1 4DD

Telephone: 01452 671 560

Email: complaints@automotive-compliance.co.uk

If we cannot resolve your complaint within 8 weeks, you may refer your dispute to the Financial Ombudsman Service. This service is free to use. Their consumer helpline is available on 0800 023 4567 or 0300 123 9123 or you can visit their website at www.financial-ombudsman.org.uk.