

Ballymena Honda Complaints Procedure

At Ballymena Honda, we always endeavour to deliver with integrity a professional, honest and flexible service to all our customers. If you feel that we have not lived up to this promise, or if we can improve or enhance our existing services then we would like to hear from you. We welcome comments from all our customers and details of our Complaints Policy are readily available from any member of our team.

What will happen if you raise a complaint?

Whilst we work hard to provide a high quality of service to our customers, we are aware that there may be a rare occasion where you may feel that you did not receive as good a service from Ballymena Honda as you expected. As a result, and in keeping with our core values, we have in place a Complaints Policy which will help our continual efforts towards improvement.

Ballymena Honda standards for dealing with complaints:

- * We will treat your complaint properly, fairly and impartially.
- * We promise that making a complaint will have no implications on your future dealings with us.
- * We will apologise for any mistake, explain what happened and put it right wherever possible.
- * We will change the way that we do things to avoid a repeat in the future.

Complaints Procedure

Step 1 - Contacting Ballymena Honda

If you are dissatisfied with any aspect of our service, please express this in the first instance to the member of staff that you are currently dealing with who will try to help. If you prefer, you are welcome to speak with their department manager who will also aim to help so we can resolve any difficulties as quickly and efficiently as possible.

Step 2 - Making a complaint

If the first response that you receive is not satisfactory in resolving your concerns, you can put your complaint in writing either by letter or email. Our postal address is: Ballymena Honda, 23 Pennybridge Ind Est, Ballymena, Co Antrim BT42 3HB.. Our email address is: sales@ballymenahonda.eu Initially you will receive an acknowledgement of your complaint. We will then thoroughly investigate the issue and respond to you within 10 working days of receipt of your letter or email.

In line with FCA guidelines, we will always send a final response within eight weeks of receiving your initial complaint.

Step 3 - Complaining to the appropriate governing body

If our final business decision regarding your complaint is not satisfactory, you can then complain to the appropriate governing body. If your complaint relates to insurance or financial services,

please refer to Step 4a. For all other complaints, please refer to Step 4b.

Step 4a - If your complaint relates to insurance or financial services

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Ballymena Honda, 23 Pennybridge Ind Est, Ballymena, Co Antrim, BT42 3HB, is authorised and regulated by the Financial Conduct Authority. Our FCA Register Number is 685877. Our permitted business is Motorcycle Dealer and Associated Sales.

You can check this on the FCA's register by visiting www.fca.org.uk/register or by contacting them on 0845 6061234.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without an upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without an upper limit.

Further information about the compensation scheme is available from the FSCS.

Step 4b - If your complaint relates to anything else

If you cannot settle your complaint with us, you are entitled to refer it to our alternative dispute resolution body who are the National Conciliation Service:

By post: National Conciliation Service, First Floor, 2 Allerton Road, Rugby, Warwickshire CV23 0PA.

By phone: 020 7580 9122

By email: kevin.briggs@rmif.co.uk