

Complaint Procedure

Making a Complaint

We define a complaint as any expression of dissatisfaction, whether oral or written and whether justified or not. You can notify us of a complaint through the following channels:

- In Writing: 162 armley road, Leeds, LS12 2QN
- By Telephone: 0113 203 8000
- By Email: info@brooklandsmotors.co.uk

We aim to acknowledge and respond to all complaints within 5 working days.

We will keep you updated on your complaint, we will write to you within 8 weeks with our final response or provide an update on when we be in a position to provide you with one.

If you would like to know how we handle complaints, please request a copy of our complaints handling process, or email info@brooklandsmotors.co.uk for more information.

If we cannot resolve the complaint ourselves, you may be able to refer it to the Financial Ombudsman Service whose contact details are set out below:

Financial Ombudsman Service Contact Details

- Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.
- Tel: 0800 023 4567 or 0300 123 9 123
- Email: complaint.info@financial-ombudsman.org.uk
- Website: www.financial-ombudsman.org.uk

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Calls may be recorded for training and quality purposes.