Customer Guide to Complaints Handling Procedure

If you have a Complaint

You can notify us of your complaint through the following channels:

In Writing: The Compliance Department, The Trade Centre Group PLC, Euro Centre, Neath Abbey Business Park, Neath Abbey, West Glamorgan, SA10 7DR

By Telephone: 01792 814 300 (Compliance Department - Head Office)

By Email: Complaints@thetradecentrewales.co.uk

We define a complaint as any expression of dissatisfaction, whether oral or written and whether justified or not.

Your complaint will be taken seriously. We will make every effort to resolve the problem straight away.

To help us deal with your complaint promptly, it would be helpful if you could provide us with as much information as possible, at an early stage.

If you have utilised our consumer credit services to finance your vehicle, it is important to note that your finance provider is responsible for handling any complaint you may have about the quality of the vehicle so typically you won't receive a final response letter from us.

However, our aftersales representatives are always on hand should you have any concerns about the quality of your vehicle; we would encourage you to raise any such concerns with us directly in the first instance so that we can consider how we may be able to assist.

You can notify us of any vehicle quality concerns through the following channels:

In Writing: The Aftersales Department, The Trade Centre Group PLC, Euro Centre, Neath Abbey Business Park, Neath Abbey, West Glamorgan, SA10 7DR

By Telephone: 03333 053 400 (Aftersales Department)

By Email: Aftersales@ttcg.co.uk

The steps we take to handle complaints

Our Commitment to You:

At The Trade Centre Group PLC, our aim is to provide you with excellent customer service. Occasionally, we may fail to meet your expectations. We accept that mistakes can sometimes happen and when they do, we will try to put things right, as quickly as possible.

What happens if your complaint cannot be resolved straight away?

There may be times when we need to carry out further investigations and will not be able to resolve your complaint straight away.

Once received, your complaint will be investigated and dealt with in the following way:

Please note: Our aftersales representatives will always endeavour to assist but the below steps will differ for any vehicle quality complaint.

By Day 7 (5 working days)

We will try to provide you with a full reply. If this is not possible, we will confirm who will be looking into your complaint.

By Day 28

We will aim to have investigated all aspects of your complaint and to have issued a full response to you. However, if for any reason we are still unable to provide a full response by this time, we will contact you with an update of the current situation.

By Day 56

In the unlikely event that your complaint has not already been resolved, we will aim to provide you with a full outcome and will issue a final response letter to you where appropriate.

If you are still dissatisfied:

Where applicable, we will notify you of any right you may have to refer your complaint to the Financial Ombudsman Service (if your complaint falls within its terms of reference). If you wish to pursue your complaint further, you can contact the Financial Ombudsman Service within six months of the date of our final response letter.

The Financial Ombudsman Service acts as an impartial adjudicator. You can find out more about this free service by contacting:

In Writing: **Financial Ombudsman Service, Exchange Tower, London E14 9SR**

Website: https://www.financial-ombudsman.org.uk

Telephone: **0800 023 4567**

Motor finance commission complaints

On 11 January 2024, the Financial Conduct Authority (FCA) announced that they would be conducting a review of motor finance commission arrangements in operation across the motor industry.

You may wish to visit the FCA website, using the below link, to find out more about their motor finance commission review:

https://www.fca.org.uk/consumers/car-finance-complaints

If you have any queries about The Trade Centre Group PLC's complaints procedure, please contact:

The Compliance Department, The Trade Centre Group PLC, Euro Centre, Neath Abbey Business Park, Neath Abbey, West Glamorgan, SA10 7DR

Telephone: 01792 814 300 (Compliance Department - Head Office)