



JUST AUDI VW | **JUST 4X4**
JUST AUTOMOTIVE SOLUTIONS LTD

Customer Complaints Procedure

Our aim is always to provide an exceptionally high level of service to all of our customers. Where customers are unsatisfied, it's important to us that this is dealt with objectively, fairly and as quickly as we are able to.

The following procedure explains how we deal with complaints, our commitments to you and what action to take if you think your complaint has not been resolved to your satisfaction.

If you have a complaint about any aspect of our service, then we would like to hear from you. Please use the below details to let us know –

E: enquiries@justaudiwv.co.uk

T: 01522 246777

P: Just Automotive Solutions Ltd T/A Just Audi VW, Outer Circle Road, Lincoln, LN2 4JA

We kindly ask, so we can look into your complaint as quickly as possible. You include as much detail as you can, however if we are missing anything we will be in touch. We will aim to come back to you within 48 working hours of receiving your complaint.

If we are able to investigate and resolve your complaint within 3 days, you will receive a summary resolution response from ourselves, which will detail our outcome and findings.

In the event our investigations take longer than 3 days, we will issue you a Final Response within the 8-week timescale. Whilst we try to close any complaint before this 8-week time frame, we do need to make you aware we do have this time. Our final response will include detailed information of your complaint, our investigation and the resolution we have come to. If you are not satisfied with our Final Response or the handling of your complaint within the 8-week time frame, you can contact the Financial Ombudsman service using the details below. You must do this within six months of our final response.

W: www.financial-ombudsman.org.uk

T: 0800 023 4567

P: Exchange Tower, Harbour Exchange, London, E14 9SR

We are subscribed to the National Conciliation Service (NCS) which is the UK's certified automotive retail Alternative Dispute Resolution (ADR) provider. As one of our customers, you are able to use the NCS if you feel we have not internally been able to resolve your complaint.

The NCS has been certified by the Chartered Trading Standards Institute (CTSI) as compliant with UK and EU regulations in respect of ADR

www.nationalconciliationservice.co.uk

Please note, should your complaint be regarding a car finance agreement and/or discretionary commission arrangement ('DCA') before 28th January 2021, we need to make you aware that the current 8-week deadline to respond to your complaint is currently paused. This is due to the investigation and review the FCA are carrying out within the Motor Finance Industry regarding the handling of such complaints. Please note we will still work hard to resolve your complaint in the background and keep you updated throughout the process; however, we need to make you aware that we will not have to respond to your complaint with a Final Response until after 4th December 2025 at the earliest.

Please note should your complaint be regarding a Non-DCA Commission Disclosure and was made on or after 26th October 2024, the same extension is in place and we have until after 4th December 2025 to provide you with a Final Response.

We also need to make you aware that if you are unhappy with your response, the FCA has extended the deadline in which you can refer your complaint to the Financial Ombudsman Service (for these types of complaints only).

If you're sent a final response between 12 July 2023 and 29 April 2025, you'll now have until 29 July 2026 to take your complaint to the Financial Ombudsman.

If you're sent a final response between 30 April 2025 and 29 January 2026 you'll have 15 months from the date the final response is sent to refer your complaint to the Financial Ombudsman.

You can find further information on the work the FCA is carrying out via this link

<http://www.fca.org.uk/carfinance>