

## The steps we take to handle complaints

### Our Commitment to You

At our organisation our aim is to provide you with excellent customer service. Occasionally, we may fail to meet your expectations, mistakes can happen, and when they do, we will try to put things right as quickly as possible.

This page tells you about how we deal with any complaints you may have and aims to demonstrate our commitment to customer service

### If you have a Complaint

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

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

To help us deal with your complaint as speedily as possible it would be helpful if you could provide us with as much information as possible about the insurance policy purchased at an early stage.

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

In Writing: ITC Compliance Ltd, Monarch Court, Emersons Green, Bristol, BS16 7FH

Telephone: - 0845 177 2266

Fax: - 0845 177 2255

Email: - [mail@itccompliance.co.uk](mailto:mail@itccompliance.co.uk)

### What happens if your complaint cannot be resolved right away in the organisation?

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:

#### By Day 7

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

Your complaint will have hopefully been investigated and a full response provided to you at this stage. 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 been resolved at an earlier stage, a senior manager will complete a review and write to you with a final response.

### If you are still dissatisfied

If you wish to pursue your complaint further you can contact the Financial Ombudsman Service within six months of your final response. However, you will need to check that your complaint falls within its terms of reference.

The Financial Ombudsman Service is there to act as impartial adjudicator and is responsible to the Financial Conduct Authority and not to the dealership. You can find out more about the service by contacting:

The Financial Ombudsman Service South Quay Plaza, 183 Marsh Wall London E14 9SR  
Telephone 0845 080 1800

If you have any queries about our complaints process please contact:

ITC Compliance Ltd, Compliance Department, Monarch Court, Emersons Green, Bristol BS16 7FH. Tel:  
0845 177 22 66