**Complaints Procedure**

1. Report a complaint via JCMG website <https://www.john-clark.co.uk/customer-experience/>
2. Complaint once received will be acknowledged by the Customer Relations team who in turn will pass the complaint to the relevant Departmental Manager and Head of Business.
3. If the complaint is not resolved, it will then be escalated to the Franchise Director who is responsible for the relevant business.
4. If at this time the complaint still cannot be resolved it will be escalated to the Group Managing Director.
5. If you want to make a complaint about our finance or insurance services then please direct this to Niral Patel, Director of Finance and Insurance, The Alliance Centre, Greenwell Road, Aberdeen, AB12 3AX. Email niral.patel@john-clark.co.uk
6. To enable us to review any complaint, the following applies:
7. We will acknowledge your complaint within 48 hours.
8. A full response may take up to 30 days from receipt of initial contact. In relation to a finance or insurance service complaint we may need to contact you to request further details to assist our investigations. Once we have all details and have investigated your concerns, we will issue you with a final response. We will issue our Final Response to you no later than 8 weeks from receipt. If there are circumstances where we cannot issue a Final Response in this timescale, we will confirm this to you in writing. We will keep you fully updated with all our investigations.

In relation to points one and two above, if you feel your complaint is not or has not been addressed, please email [jcmg@john-clark.co.uk](mailto:jcmg@john-clark.co.uk) who will liaise with the Departmental Manager and Head of Business.

As a business we would expect our dealership management teams to address and resolve any customer complaint. Points three and four will only be required in certain cases.

In any instance where a customer feels their complaint has not been addressed by points two and three above, the customer can escalate to the Group Managing Director, this should be emailed to [jcmg@john-clark.co.uk](mailto:jcmg@john-clark.co.uk) who will consult with the Group Managing Director.

**John Clark Motor Group Customer Complaints Process**

Our aim is to offer great products and excellent service, but we know sometimes things can go wrong. If you have any reason at all to complain, we will

•Do our very best to put things right as soon as you get in touch.

•Where that’s not possible, we will make sure you have the contact details of the person or team dealing with your complaint.

•No matter how you choose to tell us about your complaint, whether it is by phone, in branch, online or in writing, we will give it our full attention and commitment to resolving it for you.

**Ways to Make a Complaint**

You can make a complaint verbally or in writing by visiting, telephoning, or emailing the Head of Business in the Dealership. You can also visit our website at [www.john-clark.co.uk](http://www.john-clark.co.uk).

If you want to make a complaint about our finance or insurance services then please direct this in writing to Sharon McGuinness, Group Head of Compliance, The Alliance Centre, Greenwell Road, Aberdeen, AB12 3AX.

**How we will handle your complaint**

We will do all that we can to resolve your complaint the same day no matter how you communicate this to us.

It may take up to 30 days to provide a full response and we may need to call you to request further details to assist our investigations. Once we have all details and have investigated your concerns, we will issue you with a final response no later than 8 weeks.

If there are circumstances where we cannot issue a Final Response in this timescale, we will confirm this to you in writing. We will keep you fully updated with all our investigations.

**Financial Services Ombudsman**

We will issue you a final response to your complaint. If you are still dissatisfied, you have the right to refer your complaint to the Financial Ombudsman Service free of charge – but you must do so within 6 months of the date of our final response.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and will only be able to do so in very limited circumstances. For example, if the Ombudsman believes the delay was as a result of exceptional circumstances. Their contact details are as follows:

Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London

E14 9SR

E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website address: [www.financial-ombudsman.org.uk/](http://www.financial-ombudsman.org.uk/)