

Complaints Procedure

Occasionally we understand that misunderstandings and mistakes can occur, and when they do it's important to us that you inform us, so that we can investigate your concerns and prevent any reoccurrences.

Should you wish to contact us directly in order to address any issues or queries, please contact Eesa Nasim (Complaints Manager) and we will aim to resolve this quickly and as effectively as possible.

Our commitment to you

We will thoroughly investigate your complaint and offer a fair response that takes into account all the information available to us.

Complaint handling and dispute resolution process

In the first instance please contact Eesa Nasim at the dealership on 020 8564 8030.

Alternatively, email Eesa Nasim at eesa@hestonautomotive.com and please provide the following:

- Your full name and contact details.
- Make and model.
- Vehicle registration number.
- A clear description of your complaint.
- Dates and times of when and where this occurred.
- Details of what you would like us to do to rectify the situation.
- Copies of any supporting documentation.

We will do our best to resolve your complaint quickly. Should your complaint relate to a finance agreement or insurance product, we will send you a Summary Resolution Letter if your complaint is resolved by close of the third business day following receipt of your complaint; or:

- Within 5 working days, provide a written acknowledgement of your complaint and give you the details of who is handling the case and how to contact them,
- Keep you updated on the progress of your complaint, and
- Within 8 weeks of receiving your complaint, we will either write to you with our final response and the reasons for providing this response, or explain why we are not in a position to give you a final response and let you know when we expect to be able to provide it.

Our final response

In line with DISP 1.6.2 of the FCA's Dispute Resolution: Complaints (DISP) sourcebook, our final response to a complaint will confirm one of the following outcomes:

- We accept (uphold) the complaint and offer redress or remedial action where appropriate;
- We offer redress or remedial action without accepting the complaint; or
- We reject (do not uphold) the complaint and provide our reasons for doing so.

The final response will set out clearly which of the above outcomes applies, the reasons for our decision, and details of the customer's right to refer the matter to the Financial Ombudsman Service or The Motor Ombudsman, as applicable.

Complaints involving BNP Paribas Personal Finance or other finance partners

In line with DISP 1.7.2, where a complaint relates in whole or in part to BNP Paribas Personal Finance (or another finance partner introduced by us), we will:

- Promptly forward the relevant details of the complaint to BNP Paribas Personal Finance (or the relevant finance partner) without delay;
- Investigate and respond to any part of the complaint for which we are jointly responsible, working with the finance partner as needed to ensure a coordinated response; and
- Keep the customer informed of which party is handling each element of their complaint.

Root cause analysis and management information

In line with DISP 1.3.3, we undertake root cause analysis (RCA) on individual complaints and periodically review complaints data for wider thematic issues, so that recurring problems are identified and addressed at source rather than only on a case-by-case basis.

Complaints management information (MI), including volumes, causes, timeliness of responses and outcomes, is reviewed regularly by management as part of our ongoing quality assurance and governance arrangements. This MI is used to inform staff training, process improvements and, where relevant, is made available to our finance partners including BNP Paribas Personal Finance.

Alternative dispute resolution

At Heston Automotive Ltd, we believe we operate in a fair, open and transparent manner and have therefore committed to standards set in The Motor Industry Code of Practice for Vehicle Sales. Should you ever feel the need, and your complaint does not relate to finance or insurance products, you can refer your dispute to The Motor Ombudsman, who are the self-regulatory body for the Motor Industry that can provide independent advice and guidance.

The Motor Ombudsman will offer free impartial advice and, when appropriate, provide a certified Alternative Dispute Resolution (ADR) service that we are fully committed to in the event you are not satisfied with the outcome of a dispute.

The Motor Ombudsman can be contacted at:

- The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN
- Telephone: 0345 241 3008 (option 1)
- Email: consumer@tmo-uk.org
- Website: www.themotorombudsman.org

The Financial Ombudsman Service

If your complaint relates to a finance agreement or insurance product, you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS), if you remain dissatisfied with our final response. They will consider complaints if you are a private individual, a business enterprise that employs less than 50 people and has a turnover of up to €6.5 million (or equivalent), a charity with a turnover of less than £1 million, or a trustee of a trust with assets of less than £5 million. You may also have the right to refer if we have not supplied a final response within 8 weeks of receiving the complaint.

We will advise you in our final response if your complaint is eligible to be referred to the Financial Ombudsman Service.

The address of the Financial Ombudsman Service is:

- Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Telephone: 0800 023 4567
- Email: complaint.info@financial-ombudsman.org.uk
- Website: www.financial-ombudsman.org.uk