

Finance and Insurance related complaints

If for any reason you are not entirely satisfied regarding your Finance or Insurance transaction, please let us know as soon as possible, using our online form and selecting Finance & Insurance complaint type.

You can also, email us or write to us, using our contact details below.

Customer Services
100 Avebury Boulevard
Milton Keynes
MK9 1FH

complaints@group1auto.co.uk

On receipt of your complaint, you will be assigned a case handler from our dedicated team, who will manage your complaint through to its conclusion.

We will need to know.

- Your name and address
- Your agreement number or policy number as appropriate
- Details of how we can contact you
- A clear description of your complaint
- Details of what you would like us to do to resolve your complaint

What happens next?

We will acknowledge your concerns within 2 working days, to let you know we are looking into your complaint and clarify any points where necessary. We will consider all the available evidence, and relevant laws or regulations.

Outcomes

Due to their complexity, these cases can take time to investigate. Our aim is to respond within 4 weeks of a complaint being raised. If we need more time, we will contact you with an update. You will receive our final response within 8 weeks of receipt.

Our Final Response letter will detail what we have found through our investigations, what we plan to do as a result, and how we came to our decision.

Should our final decision be unsatisfactory, or you are unhappy with how we dealt with your complaint, and you wish to take it further, you can ask the Financial Ombudsman Service to investigate your complaint for you. This service is independent and impartial.

The Financial Ombudsman Service will not review your complaint until we have issued our final response letter, and you will need to consult them within 6 months of the date of our final response.

Contact details for the Financial Ombudsman Service are below:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

complaint.info@financial-ombudsman.org.uk