

## **WEBBS OF LINCOLN LTD COMPLAINTS HANDLING PROCEDURE.**

We put customer service at the heart of everything we do. We try to get things right, first time every time. Unfortunately, things don't always go as planned. If this happens we are committed to working with you to resolve any issues satisfactorily and to receiving your feedback to help us to improve our service to you.

Most complaints can be dealt with by our staff in our shops. They will always do their best to resolve the matter quickly and satisfactorily.

If however you feel your complaint has not been fully resolved, please ask to speak to the Dealer Principle.

Alternatively you can email or write to us at the following address.

Lincoln:

The Dealer Principle  
117-121 Portland St  
Lincoln  
LN5 7LG  
Email: sales@webbsoflincoln.co.uk

For your complaint to be correctly handled, please provide us with the following information:

- Your full name
- Your preferred contact details; email address, phone number or postal address
- Details of the complaint, along with the names of any of our staff that have been involved so far.

If you email us, you will receive an acknowledgement within two working days.

If you write to us, we will contact you within two working days

We will then investigate and subsequently respond to you either by phone, e mail or letter no later than seven days after you have received your acknowledgement.

Should you not be happy with how your complaint is handled by us and it does not relate to a financial service, you can contact The National Conciliation Service. on 01788 538317 or in writing at First Floor, 2 Allerton Road, Central Park, Rugby, Warwickshire CV23 0PA or email [contact@nationalconciliationservice.co.uk](mailto:contact@nationalconciliationservice.co.uk).

If your complaint relates to Financial Services, you can contact the Financial Ombudsman Service. This service is free to use. Their consumer helpline is available on 0800 023 4 567 or 0300 123 9 123 or you can visit their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk), email them at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or write to the Financial Ombudsman Service, Exchange Tower, London E14 9SR.