



COMPLAINTS POLICY

Penguin Cars Limited is committed to providing products and service of the highest standard. But we do understand that sometimes things can go wrong. If you have a concern or are dissatisfied in any way, we will do our best to help resolve the situation in a fair and transparent way.

Penguin Cars Limited will investigate all complaints competently, diligently and impartially, obtaining additional information as necessary. Every complaint will be assessed fairly, consistently and promptly taking into account all relevant factors to ensure a fair outcome for you.

Step 1: Discussion with Penguin Cars Limited.

If you have a concern with either your vehicle or the service you have received at Penguin Cars, please firstly raise this with the director, Robert Preston. He will be best placed to address your concerns.

Step 2: Contact us.

Should you remain unhappy with our response, please put your complaint in writing, by your preferred method from the list below.

Write to us at:
Penguin Cars Limited
Unit 9 Henry Close
Battlefield Enterprise Park
Shrewsbury
SY1 3TJ

Email us at: sales@penguincars.co.uk

What you will need to provide.

To help us investigate and try to resolve your complaint, please provide us with the following information:

- your name and address;
- details of how we can contact you;
- a clear description of your complaint;
- details of what you would like us to do to rectify the situation; and
- if appropriate, copies of any relevant supporting documentation.

Our commitment to you.

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

We will do our best to resolve your complaint quickly, sending a Summary Resolution Letter if your complaint can be resolved by close of the third business day following receipt. If your complaint relates to our credit broking activities and cannot be resolved by close of the third business day, we will:

- 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.

Step 3: What if I remain unhappy with your response?

If you are dissatisfied with either our final response, or the reasons for any delay in providing our final response and your complaint relates to motor vehicle finance, you may be able to ask the Financial Ombudsman Service for an independent review.

To be able to ask them for an independent review your complaint must be in relation to our credit broking activities through Evolution Funding or Santander Consumer Finance and you must have given us the opportunity to find a resolution first.

If you wish to pursue your complaint to the Financial Ombudsman Service you must do so within 6 months from the date on which we send you our final response letter.

The Financial Ombudsman's details are:

Telephone: 0800 032 8000

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

You may also raise a complaint with the trade body listed below.

THE MOTOR OMBUDSMAN.

The Motor Ombudsman is the UK's government-backed, self-regulatory body for the motor industry. Fully-impartial, it is the first ombudsman to be focused solely on the automotive sector, and self-regulates the UK's motor industry through its comprehensive Chartered Trading Standards Institute (CTSI)-approved Codes of Practice.

Address:

www.themotorombudsman.org

71 Great Peter Street,

London

SW1X 7DS

Telephone: 020 7344 1651

Reviewed and updated on 01.11.23

Reviewed on 06.11.24