

## **Fussell Wadman Complaints Policy**

Fussell Wadman are committed to providing a quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### **If you have a General Complaint:**

Please contact us directly at [info@fussellwadman.co.uk](mailto:info@fussellwadman.co.uk) with the details and any supporting documentation. If you do not have an email account, you can telephone us 01380731970 or a letter can be sent to Fussell Wadman, Hopton Road, Devizes SN102EU.

### **What will happen next?**

1. Fussell Wadman dealer principal will send you a letter/email acknowledging receipt of your complaint within three working days of receiving it.
2. We will then investigate your complaint with the relevant departmental manager.
3. The manager will then contact you directly to discuss and hopefully resolve your complaint.
4. At this stage, if you are still not satisfied, you should contact us again and we will escalate and review appropriate alternative solutions.

### **If you have a Complaint regarding Finance or an Insurance?**

Then please contact Automotive Compliance directly using the methods below: Automotive Compliance Ltd you can do so via post, telephone, or email:

Automotive Compliance Ltd,

The Factory 44 Alfred Street Gloucester

GL1 4DD

Telephone - 01452 671560

Email; [complaints@automotive-compliance.co.uk](mailto:complaints@automotive-compliance.co.uk)

Fussell Wadman Limited is an Appointed Representative of Automotive Compliance Ltd, who is authorised and regulated by the Financial Conduct Authority (FCA No 497010). Automotive Compliance Ltd.'s permissions as a Principal Firm allows Fussell Wadman Limited to act as a credit broker, not as a lender, for the introduction to a limited number of lenders and to act as an agent on behalf of the insurer for insurance distribution activities only.

If we cannot resolve your complaint within 8 weeks, you may refer your dispute to the Financial Ombudsman Service. This service is free to use. Their consumer helpline is available on 0800 023 4567 or 0300 123 9123 or you can visit their website at

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

## **If you have a complaint regarding how we handle or process your personal data**

Please contact our Data Protection Officer, [mark@fussellwadman.co.uk](mailto:mark@fussellwadman.co.uk) directly so we may respond to any queries or requests you may have.

If you remain dissatisfied or are unhappy with our response you have the right to raise a complaint to the Information Commissioner's Office ("ICO") through their website [Information Commissioner's Office](#)