

Complaints Policy

Mohammed Waseem Saleem T/A The Car Warehouse, we are committed to delivering high-quality vehicles and services. However, if you are dissatisfied with any aspect of your experience, we welcome the opportunity to put things right. Your feedback is valuable and helps us to continually improve.

Previous Trading Names

Mohammed Waseem Saleem T/A The Car Warehouse previously traded under the names Autopoint and The Motor Arena.

Complaints relating to services or vehicles purchased under these trading names will be handled in accordance with this Complaints Policy.

How to Make a Complaint

You can raise a complaint through any of the following methods:

- **In Person:**

Speak to a manager at:

*Unit 3 Copperwood Court, Queens Road Industrial Estate, Queens Road, Halifax,
West Yorkshire, HX1 3NS*

- **By Telephone:**

07743 926375

- **By Email:**

carwarehousehx@gmail.com

- **By Post:**

For vehicle sales or service-related complaints:

Sales Department Address:

Unit 3 Copperwood Court
Queens Road Industrial Estate
Queens Road
Halifax
West Yorkshire
HX1 3NS

For finance agreement complaints:

Finance Department Address:

Southdale House
Westholme Road
Halifax
West Yorkshire
HX1 4JF

If a complaint is sent to the incorrect address, we will ensure it is promptly redirected to the appropriate department and handled without delay.

When submitting a complaint, please provide:

- Your full name and preferred contact details
 - Vehicle information (make, model, and registration number if applicable)
 - A clear description of your complaint
 - Any relevant supporting documents
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How We Handle Your Complaint**Non-Finance Complaints**

(Examples: vehicle sales, servicing, or warranty issues)

- We will acknowledge your complaint within 3 working days.
- We aim to resolve within 10 working days.
- If further investigation is required, we will keep you updated on progress and provide an expected resolution timeframe.

Finance-Related Complaints

(Examples: Hire Purchase, PCP agreements, or finance options)

- We will acknowledge your complaint within 3 working days.
 - We aim to issue a Final Response within 8 weeks.
 - If we are unable to resolve your finance-related complaint within 8 weeks, we will explain the reason for the delay and inform you of your right to escalate the complaint to the Financial Ombudsman Service.
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If You Are Not Satisfied

If you remain dissatisfied after receiving our Final Response, you may escalate your complaint to an independent body:

- **Vehicle-related complaints:**

The Motor Ombudsman

Website: www.themotorombudsman.org

Telephone: 0345 241 3008

- **Finance-related complaints:**

The Financial Ombudsman Service

Website: www.financial-ombudsman.org.uk

Telephone: 0800 023 4567

(Please note: Finance-related complaints must be referred to the Financial Ombudsman Service within six months of our Final Response.)

Confidentiality

All complaints are handled confidentially and in accordance with applicable data protection laws. Your information will only be used for the purposes of investigating and resolving your complaint.

Continuous Improvement

We regularly review and analyse complaints to enhance our services, vehicles, and your overall experience with The Car Warehouse.

Legal Claims

Any formal legal notices, including claims issued through the Small Claims Court, must be sent to one of the following addresses:

- **Sales Department Address:**
Unit 3 Copperwood Court
Queens Road Industrial Estate
Queens Road
Halifax
West Yorkshire
HX1 3NS
- **Finance Department Address:**
Southdale House
Westholme Road
Halifax
West Yorkshire
HX1 4JF

All legal notices received at either address will be treated as properly served and handled accordingly.