

## **Complaints procedure at Motachase Limited t/a Livery Dole Ltd.**

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We strive for customer satisfaction and to provide a 5-star service at Livery Dole, however, we recognise that things can go wrong and that customers might sometimes have cause to complain. If things do go wrong, we are committed to putting things right, as we see all complaints as an opportunity to gain customer feedback and improve our service.

### **Customer complaints procedure:**

If you would like to submit a complaint, please contact our Managing Director, Hayden Williams by email: [hayden.williams@liverydole.co.uk](mailto:hayden.williams@liverydole.co.uk) or by letter: 18 Trusham Road, Marsh Barton, Exeter. EX2 8QG.

To help ensure that you receive a quick and fair reply from us, please send a detailed description of your complaint and include your:

1. Name and address
2. Vehicle registration number
3. Make and Model
4. Phone number
5. Email address
6. Preferred method of contact
7. What you would like the outcome to be.

If you have asked someone to act on your behalf in pursuing your complaint, we will need your signed authority before we will be able to deal with them.

### **Our process from receiving your complaint:**

We will work to resolve all complaints quickly and fairly, and will acknowledge your complaint in writing within seven days.

Your complaint will be investigated promptly and a final outcome of the complaint resolved within 30 days, if we have not been able to resolve it sooner.

If your complaint relates to a vehicle which has been supplied under a finance agreement, please send your complaint to our compliance team via post:

Automotive Compliance Ltd  
The Factory, 44 Alfred Street  
Gloucester  
GL1 4DD

Telephone: 01452671560

E-mail: [complaints@automotive-compliance.co.uk](mailto:complaints@automotive-compliance.co.uk)

**Our Financial Conduct Authority number is: 452664**

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)