

Genus Vehicle Solutions (Stirling) Limited
Complaints Procedure

We aim to provide a very high standard of service to our clients. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients. This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint:

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone or in writing and your complaint will be resolved by the appropriate person in the shortest possible time

We will try to resolve your complaint immediately. However, sometimes, this may not be possible. In the unlikely event that we are not able to resolve your complaint by the end of the next business day, we will keep you informed of the progress of our investigations and provide our final response in writing providing our findings and the action to then be taken.

To register a complaint contact us by either:

email info@genuscars.com

By telephone on 01786 479860

or write to us at:

Genus Vehicle Solutions, 124 Castle House, 1 Baker Street, Stirling, FK8 1AL.

Unresolved disputes may be referred to the BVRLA who will aim to resolve the matter using the information presented by both parties to the dispute. Details should be submitted by email to: complaint@bvrla.co.uk or by post to: BVRLA, River Lodge, Badminton Court, Amersham, HP7 0DD. Based on the information available, the BVRLA will provide both parties with its findings and recommendations. The BVRLA aims to resolve complaints through the Conciliation Service within 30 days.

If you have a regulated contract with us and are not satisfied with our final response, you may be eligible to refer the matter to the Financial Ombudsman Service. You must do this within six months of our final response. When we send you our final response, we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet.

If you have any questions in relation to our Complaints Handling Procedure, please contact us in writing at the above address which is also displayed on our website