



Road Ready Automotive Ltd – Complaints Policy

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Prepared by: Ryan Currie & David Shipman

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1. Introduction

This policy sets out how Road Ready Automotive Ltd handles complaints in line with FCA rules and the principles of treating customers fairly. It ensures complaints are handled fairly, transparently, efficiently and timely to resolving any customer concerns.

2. Scope

- Applies to all complaints related to vehicles, finance introductions, warranties, or other services offered.
- Covers complaints received via **phone, email, WhatsApp, or in person**.
- Both directors, **Ryan Currie** and **David Shipman**, are responsible for handling complaints.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether formal or informal, may it be oral or written regarding our products, services, or staff conduct (Justified or not.)

4. Channels for Receiving Complaints

Customers can raise complaints via:

- Phone: 01709 940 940
- Email: admin@roadreadyautomotive.co.uk
- WhatsApp: 01709 940 940
- In-person during showroom visits
- Post: Road Ready Automotive Ltd, Masbrough Street, Rotherham, South Yorkshire, S60 1ER

5. Complaint Handling Procedure

Step 1 – Receive & Listen:

- Listen fully to the customer, acknowledge their concerns, and show we take them seriously.
- Acknowledge receipt of complaint promptly (Within 5 Business days)

Step 2 – Record the Complaint:

- Log all complaints, noting the nature, customer details, and date received.

Step 3 – Initial Assessment:

- Investigate the complaint thoroughly and fairly and keep the customer informed of progress and any findings.

Step 4 – Resolution Plan:

- Communicate expected timelines (Aim to resolve within 8 weeks) to the customer, keeping them updated.

6. Resolution & Remediation

Once the investigation is complete, we will issue a final response letter that will include our findings and decision and any solutions or redress being offered. If the complaint is not resolved in 8 weeks we will write to the customer explaining the reasons for delay and their right to refer to the Financial Ombudsman Service:

Website: www.financial-ombudsman.org.uk

Telephone: 0800 023 4567 / 0300 123 9123

E-mail: complaint.info@financial-ombudsman.org.uk

Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

7. Roles & Responsibilities

- Both directors handle all complaints jointly, ensuring decisions are consistent and compliant.
- We monitor staff and processes to ensure complaints are dealt with fairly and promptly.
- Responsibilities include:
 - Logging complaints
 - Reviewing patterns
 - Making improvements to processes

8. Record Keeping & Monitoring

All complaints are recorded with dates, actions and resolutions for a minimum of three years. We will review complaints quarterly to spot any trends, repeat issues and areas for improvement. Records will be available for auditing purposes and FCA reporting obligations

9. Continuous Improvement

- Complaint's data is analyzed to improve products, services, and processes.
- Any repeat or systemic issues trigger process changes and staff discussions.
- Policies and procedures are updated **at least annually** or sooner if FCA guidance changes.
- Customer feedback is actively used to enhance service quality.
- Monitoring where there is a sale and early settlement
- We will continuously review after every complaint raised within our business to identify any emerging trends and ensure any root causes found are rectified. This will ensure complaints are kept to a minimum and customer service is up held to a high standard.

Both directors are responsible for ensuring this policy remains appropriate and effective.

10. Third party complaints

Authority is Mandatory: Dealers and lenders cannot discuss personal data with a third party without written authority from the customer.

What to Include: To help find the records, provide the customer's name, DOB, address at the time, vehicle registration, and agreement number.

Approved by: Ryan Currie & David Shipman

Next Review Due: January 2027