

Complaints Policy

At B & H Motors Limited, we are committed to providing excellent customer service and maintaining high standards across all areas of our business. We value feedback and take complaints seriously, using them as an opportunity to improve our services and customer experience.

How to Make a Complaint

If you are unhappy with any aspect of our service, products, or customer experience, you can contact us using one of the following methods:

- Email: claire.casson@bandhmotors.seat.co.uk
- Telephone: 01900 607042
- Post: B & H Motors Ltd, Dobies Business Park, Unit 3, Lillyhall West, Workington, Cumbria CA14 4HX
- In Person: Visit our premises during opening hours

Please provide as much information as possible, including:

- Your name and contact details
- Details of your complaint
- Relevant dates or reference numbers
- Your preferred resolution

Our Complaints Process

1. Acknowledgement

We aim to acknowledge all complaints within **3 working days** of receipt.

2. Investigation

Your complaint will be reviewed by an appropriate member of our team or management. We may contact you for further information if required.

3. Outcome

We aim to provide a full response within **14 working days**. If additional time is needed, we will keep you updated on progress.

4. Escalation

If you are not satisfied with the outcome, you may request that your complaint is reviewed by senior management.

Our Commitment

We will handle complaints:

- Fairly and professionally
- Promptly and respectfully
- Confidentially where appropriate
- In line with applicable laws and regulations

Record Keeping

We keep records of complaints and resolutions securely in accordance with data protection legislation.

Policy Review

This policy is reviewed regularly to ensure it remains effective and up to date.

Last Updated: June 2026
B & H Motors Limited