

MCVR Complaints Procedure

Introduction

We value our customers and aim to provide high-quality products and services. However, if something goes wrong, we want to know about it. This complaints procedure outlines the steps for reporting and resolving complaints efficiently and fairly.

How to make a complaint

- **In Person:** Visit our office or any of our branches during business hours and speak to a member of staff.
- **By Phone:** Call our customer service hotline at 01494 923 633 during business hours.
- **By Email:** Send an email to info@mcvr.co.uk with "Complaint" in the subject line.
- **By Post:** Write to us at Beech House, High Street, Lane End, High Wycombe, HP14 3JG

Information to include in your complaint

To help us address your complaint promptly, please provide the following details:

- Your full name and contact information
- A clear description of the issue
- Any relevant dates and times
- Any reference or transaction numbers
- Copies of any relevant documents or correspondence

Acknowledgement of Complaint

- We will acknowledge receipt of your complaint within 28 working days.
- If the complaint was made in person or by phone, you will receive a written acknowledgment via email or post.

Investigation Process

- Your complaint will be investigated by a dedicated member of our team.
- We may contact you for further information or clarification.
- We aim to resolve complaints within 90 working days. If more time is needed, we will keep you informed of the progress and expected resolution date.

Resolution

- Once the investigation is complete, we will inform you of the outcome and any actions we will take to address the issue.
- If your complaint is upheld, we will take appropriate measures to rectify the situation and prevent a recurrence.
- If your complaint is not upheld, we will explain the reasons and provide information on further steps you can take.

Escalation Process

If you are not satisfied with the initial response, you can request a review of your complaint:

- **Stage 1:** Request a review by the department manager. This can be done by contacting the original handler of your complaint.
- **Stage 2:** If you are still unsatisfied, escalate the complaint to our Senior Management Team. Write to Mark Asaad, Managing Director, at Beech House, High Street, Lane End, High Wycombe, HP14 3JG.
- **Stage 3:** We aim to resolve all our customer complaints internally. If, however, you are satisfied with the final outcome of our complaint's procedure, you are able to contact The Financial Ombudsman, details can be found at: <http://www.financial-ombudsman.org.uk/contact/index.html>

NB. non-financial complaints can be directed to Trading Standards. You may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at www.bvrla.co.uk or by contacting: complaint@bvrla.co.uk

Confidentiality

All complaints will be handled confidentially, and personal information will be protected in accordance with our Privacy Policy.

Record Keeping

We will maintain records of all complaints and their resolutions for 5 years. This helps us to monitor our service quality and improve our processes.

Continuous Improvement

We review complaint outcomes and feedback regularly to identify areas for improvement and implement changes to enhance our services.

Contact Information

- Customer Service Phone Line: 01494 923 633
- Email: info@mcvr.co.uk
- Postal Address: Beech House, High Street, Lane End, High Wycombe, HP14 3JG
- Office Hours: Monday – Friday 8:30am – 6pm