

OUR COMPLAINTS POLICY

At Nicholas Charles Cars, we pride ourselves on delivering first class customer satisfaction to all our customers, however we understand that every now and again we unfortunately don't meet expectations. If this happens, the first step to take is to get in contact with us directly.

If you have a General complaint: For complaints relating to non-regulated activities, this is anything concerning the dealership, sales or after sales.

Please contact us directly via email with the details and any supporting documentation. If you do not have an email account, you can call us or send a letter.

Our contact details are as follows:

Showroom: Nicholas Charles Cars, Ripley Road, Ambergate, Sawmills, Belper, Derbyshire, DE56 2EP

Telephone: 01773 856584

Email: info@nc-sales.co.uk

Our team are committed to resolve any issues or problems you have, whatever that may be. Our aim is to continuously provide a high level of service to all of our customers. Where customers feel they have cause to raise a complaint it is important to us that these are dealt with objectively, fairly and within an acceptable time frame.

Our management team is committed to resolve any issues or problems you have, whatever that may be. Often problems are quickly resolved within 24 hours leaving customers happy with the service they received.

If you have a Complaint regarding FCA regulated activities?

Regulated activities are Finance or Insurance, if your complaint relates to these then please contact Motion Finance Ltd directly.

Motion Finance Ltd can be contacted via post, telephone, or email:

Motion Finance Ltd

The Barn, Hatton View Farm
Tarpoley Road
Whitley
Cheshire
WA4 4DS

Telephone - 01925 730135

Email ; enquiries@motionfinance.co.uk

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 0300 123 9123 or you can visit their website at www.financial-ombudsman.org.uk