

## VINES LIMITED - COMPLAINTS PROCEDURE

We hope you are pleased with any purchase made or service received from Vines Limited that you have no reason to complain - but if there's something you're unhappy with please contact the relevant team member, so that we can look to put matters right.

### ***Contact us straight away***

In the first instance, ask to speak to the member of staff in the relevant location and department, who will look to resolve your complaint.

### ***Contact us using one of these options:***

#### **Vines Gatwick**

*Telephone* 01293 611117

*Email:* mail-gatwick@vinesgroup.net

*Post:* Vines of Gatwick

Stephenson Way

Three Bridges

Crawley

West Sussex

RH10 1TN

#### **Vines Guildford**

*Telephone* 01483 207000

*Email:* mail-guildfordbmw@vinesgroup.net

*Post:* Vines of Guildford

21 Moorfield Road

Guildford, Surrey

GU1 1RD

#### **Vines Redhill**

*Telephone* 01293 772000

*Email:* mail-redhill@vinesgroup.net

*Post:* Vines of Redhill

10-12 Bonehurst Road

Salfords

Redhill

Surrey

RH1 5EP

If you call us, we will endeavour to resolve your concern whilst you are calling. If this isn't possible, the advisor will agree a course of action with you. Due to certain legislation requirements we may ask you to put your complaint in writing to us; this is so we can adhere to our Contractual Obligations.

### **Escalating the complaint**

If after contacting us you feel we haven't resolved your complaint satisfactorily, please email or write to our Head of Business at the relevant site above, who will allocate the complaint to the correct Departmental Manager to resolve for you.

Depending on the nature of the complaint and associated complexity, we aim to resolve most complaints within 72 hours. However, sometimes this is not possible, although we will always aim to resolve your complaint as quickly as possible.

You may find the answer to your complaint in the Terms & Conditions detailed on the Order or Invoice you have received, please also check these for guidance.

If your complaint relates to Financial Services we are required to adhere to a strict Code of Conduct and the timeline for resolving complaints is detailed in the FCA Regulations, these can be found on [www.fca.org.uk](http://www.fca.org.uk) .

If you are dissatisfied with either our final response, or the reasons for any delay in providing our final response you may be able to ask the Financial Ombudsman Service for an independent review.

To be able to ask them for an independent review your complaint must be in relation to our credit broking activities that is to say any marketing material or recommendations we make in relation to any finance offers from BMW Financial Services (GB) Limited and you must have given us the opportunity to find a resolution first. You must also be a private individual, or a business, charity or trust with an annual turnover of less than 2 million euros and fewer than 10 employees.

If you wish to pursue your complaint to the Financial Ombudsman Service you must do so within 6 months from the date on which we send you our final response letter. Further details and contact methods can be found on [www.financial-ombudsman.org.uk/consumer/complaints.htm](http://www.financial-ombudsman.org.uk/consumer/complaints.htm)

The Vines Group subscribes to Motor Ombudsman, if a dispute cannot be settled, we refer you to Motor Ombudsman a CTSI certified Alternative Dispute Resolution provider that we are prepared to engage with through the ADR procedure. Further details can be found at [www.themotorombudsman.org/](http://www.themotorombudsman.org/) alternatively you can contact their Advice Line on 0345 241 3008.

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