



Sidegate Motors Ltd t/a Sidegate Motorpark
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Sidegate Motors Ltd Complaints Procedure

Sidegate Motors aims to provide high quality vehicles, vehicle parts and vehicle maintenance which meet our customer's needs. We believe that we achieve this but if you feel we are not getting it right, please let us know.

If you are not satisfied

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with us.

Who to contact & how

If you are not happy with any of your experience with us, please tell us. If you are unhappy about any of your experience with our Sales Department, please contact Mr Christopher Abbott via email to chris@sidegatemotorpark.com. If you are unhappy about any of your experience with our Service Department, please contact Mr Steven Howe via email to sidegatemotors@btconnect.com.

Timescales

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within 24 hours acknowledging your complaint and then reply within an appropriate timescale from there dependant on the circumstances.

Once you've made a complaint

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. Where your complaint regards a fault with a vehicle you have purchased from us in the last 30 days we will follow the Consumer Rights Act 2015.

If you are still not satisfied

If after we have responded you are not satisfied, please write to the General Manager who will report the matter in the next management meeting, in which we will decide if any further steps will be taken to resolve the situation. Please email the General Manager at SidegateMotorsGM@gmail.com. Should remain dissatisfied with the outcome of a dispute in relation to service and repair you can contact the Motor Ombudsman via this link <https://www.themotorombudsman.org/>.