

Complaints Procedure

Any person, firm or company who has a complaint regarding the administration, management or service received from West SM Motors or any company it may trade as may submit the complaint in writing to:

The Complaints Handler
West SM Motors
Todd Close
Rainham
Essex
United Kingdom
RM13 9XX

The Complaints Handler, will investigate the matter and take appropriate steps to resolve the issue. The Complaints Handler shall reply to the complainant in writing within three months of receiving the complaint, or within such further period as may be reasonably necessary to investigate the complaint fairly.

Where the matter is not resolved to the satisfaction of the complainant an appeal may be made to board of Directors to resolve the matter at the next Board Meeting. The complaint will then be determined by a majority decision of the Directors, whose decision shall be final.