

Customer Complaints Procedure

At Right Hand Motor LTD, we are committed to delivering products and services of the highest standard. However, we recognise that sometimes things may not go as planned. If you have a concern or are dissatisfied in any way, we will do our very best to resolve the matter quickly, fairly, and transparently.

We will:

Investigate all complaints competently, diligently, and impartially.

Gather any additional information needed to assess your complaint.

Ensure every complaint is handled fairly, consistently, and promptly.

Aim to reach a resolution that takes into account all relevant facts and your circumstances.

How to contact us

If you wish to raise a concern about your vehicle or the service you have received, you can contact us at:

Right Hand Motor LTD
Epping Lane, Shalesmere, Romford, RM4 1ST

☎ 07756 151620

✉ righthandmotor@gmail.com

We're available:

Monday to Saturday: 8am - 6pm

Sunday: 10am - 4pm

Information we will need

To help us investigate and resolve your complaint, please provide:

Your name and address

Contact details (phone number and/or email)

A clear description of your complaint

What you would like us to do to put things right

Copies of any relevant documents (e.g. receipts, agreements, or correspondence)

Finance-related complaints

If your complaint relates to a finance agreement or a vehicle purchased under finance:

We will notify the finance company (their contact details are listed in your finance agreement).

Please note: Right Hand Motor LTD is a credit broker, not a lender. This means we can only investigate complaints about how we introduced and sold the finance agreement. For other issues relating to the finance agreement itself (such as account management, interest charges, or payment disputes), you will need to contact the lender directly.

Independent review

If you are not satisfied with our response, you may have the right to refer your complaint for independent review through the Financial Ombudsman Service (FOS).

Financial Ombudsman Service
Exchange Tower, London, E14 9SR

☎ 0300 123 9123

✉ complaint.info@financial-ombudsman.org.uk

🌐 www.financial-ombudsman.org.uk

Our commitment to you

We will thoroughly investigate your complaint and provide a fair and reasoned response.

We will try to resolve your complaint as quickly as possible.

If this is not possible:

Within 5 working days: we will acknowledge your complaint in writing and confirm who is handling it.

We will keep you updated on progress throughout.

Within 8 weeks: we will either provide you with a final written response (including our reasons) or explain why we are not yet in a position to give a final response and when you can expect one.

We may not always be able to provide the outcome you are looking for, but we will always explain our decision clearly and fairly.