



Complaints Procedure

This document sets out the complaints procedure that will be adopted by Sovereign Automotive Ltd in relation to regulated activities.

Upon receipt of a complaint by any means (telephone, fax, letter, email, or via website) the details will be passed immediately to a member of the management team.

Receipt of the complaint will be acknowledged within 48 hours in writing. The acknowledgement, either written or by electronic means, will confirm the name of the person and/or job title who will be investigating the complaint.

A copy of the complaints procedure will be included with the acknowledgement letter. The complaint will be investigated by a person who is adequately competent to do so. Any person handling a complaint will have the authority to settle the dispute or have direct access to someone who has the necessary authority. Any person handling a complaint will have the authority to offer redress (financial or not as and when appropriate) or have direct access to someone who has the necessary authority.

Within four weeks Sovereign Automotive Ltd will send either a final response or a holding response explaining why it is not in a position to provide a final response.

Within eight weeks Sovereign Automotive Ltd will send either a final response or a holding response explaining why it is still not in a position to provide a final response. We will inform the complainant that they may refer the handling of the complaint to the Claims Management Regulator (name and address will be supplied).

Sovereign Automotive Ltd may decline to consider a complaint that is made more than six months after the complainant became aware of the cause of complaint.