

COMPLAINTS POLICY

At Dover Garage we aim to provide the highest customer service that is possible to meet our customers' needs.

However, if you are unhappy with the service you have received, please report your complaint in writing with as much details as possible to our general manager by either the email address below or by post to our Dealership address.

Email:- enquires@dovergarage.co.uk

Post:- Dover Garage (Ash) Ltd
 Guildford Road
 Ash
 Aldershot
 Hampshire
 GU12 6BQ

All complaints will be taken seriously and will be logged. You will receive an initial response within 3 business days.

We will aim to investigate your complaint thoroughly and give you a reply within 10 business days detailing the next steps.

We will do our best to resolve any complaints quickly and fairly, considering all the information available to us.

As an Appointed Representative (AR) Network member of ITC Compliance, your complaint may be referred to them for further investigation.

The Financial Ombudsman Service

If your complaint relates to a finance agreement or insurance product, you may be entitled to refer your complaint to The Financial Ombudsman Service, if you remain dissatisfied with our final response.

The address of the Financial Ombudsman Service are;
Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk/

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