



The steps we take to handle complaints

Our Commitment to You

Our aim is to provide you with excellent customer service. Occasionally, we may fail to meet your expectations, mistakes can happen, and when they do, we will try to put things right as quickly as possible. This document tells you about how we deal with any complaints you may have and aims to demonstrate our commitment to customer service.

If you have a Complaint

We will always try to make every effort to resolve any dissatisfaction without the inconvenience for the matter to be escalated. However, on the rare occasion we do not manage to do this, we would usually request that you put your complaint in writing to have the full details of what the complaint relates to, so we can investigate thoroughly. However, please rest assured whether justified or not, your complaint will always be taken seriously, and we will make every effort to resolve the problem straight away. You can notify us of your complaint through the following channels:

In Writing:	Threeways Garage Limited, Faenol Avenue, Abergele, Conwy, LL22 7HT
Telephone:	01745 825847
Email:	enquiries@threewaysgarage.co.uk

Important

Note: Some complaints relating to historic motor finance agreements (up to 2024) may take longer to resolve as the FCA has introduced a redress scheme for this area. Please remember to direct all complaints of this nature to your finance lender or use the FCA redress scheme.