



Auto Union Finance Plc, is committed to providing the highest levels of service to our customers. Should you feel in any way dissatisfied with the service you have received from us, we will attempt to resolve the matter promptly and fairly.

If you have a complaint Auto Union Finance Plc takes all complaints seriously. If you are unhappy with the service you have received, please contact our offices using the details below where we will try to resolve the matter straight away.

Alternatively, if you wish to write to us, please send your complaint to:

Complaints Department,  
Auto Union Finance,  
8 Eagle Park Drive,  
Warrington,  
WA28JA.  
qualitystandards@auf.co.uk

Some complaints do take a little time to resolve where we may be required liaise with third party suppliers. If we can't resolve your complaint by the end of the next working day following receipt of your complaint we will write to you and acknowledge your complaint **within 5 working days** of receiving it and confirm who will be dealing with the matter for you.

#### **Within 8 weeks –**

Once an investigation into your complaint has been completed, we will write to you with our findings and any proposed resolution. Our intended maximum response time for **our Final Response is 8 weeks.**

In the event that we have been unable to complete our investigation and fully respond to you within 8 weeks, we will provide you with an update at that time and inform you when we expect to be able to send you our Final Response.

We aim to resolve any concern you raise with us directly. However, following the issue of our Final Response, or the expiry of the 8 weeks, providing your complaint falls within the jurisdiction of the Financial Ombudsman Service (FOS) you may be entitled to refer the matter to FOS should you feel it necessary to do so.

**With our Final Response** or at the **8 week point** we will issue you with the details of the FOS which explains the referral process should you remain unhappy. Please note that should you decide to refer this matter to the FOS, you will have **six months** from the date of our Final Response letter in which to do so.

FOS can be contacted at: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Telephone number: 0845 080 1800.

Our complaints process does not affect your right to seek independent legal advice.