

COMPLAINTS PROCEDURE

If you wish to raise a complaint involving professional advice, service or an employee of Hobbs Parker Car Auctions LLP, the Complaints Procedure set out in this document has been established to try to resolve your complaint as quickly as possible.

1. We have appointed Jon Chapman at the above address to deal with your complaint. If you have a question, or if you would like to make a complaint, please don't hesitate to contact him.
2. If you have initially made your complaint verbally - whether face-to-face or over the phone - please also make it in writing, addressed to Jon Chapman above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. The first stage of our complaints procedure will involve full consideration of your complaint by Jon Chapman on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Jon Chapman's investigation into your complaint, the matter will conclude.
4. We will consider your complaint as quickly as possible. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 28 days.
5. However, if we cannot agree on how to resolve the complaint then you may wish to contact your local trading standards office.

<https://www.gov.uk/find-local-trading-standards-office>

Jon Chapman

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