

## **FCA REGULATED PRODUCTS AND SERVICES COMPLAINTS PROCEDURE**

At Halfords Group, we are committed to providing our customers with the best possible service. We take accountability and want to make sure we deliver on our promises, however we understand that sometimes things do not always go to plan, and we may need to put things right.

If things do not go to plan or you are not satisfied with any product or service, we have provided; our internal complaint handling procedures are there to support you and recognise your concerns. We take all complaints seriously and value customer feedback so that we can improve our service levels and offer the most appropriate products. We always aim to investigate complaints quickly, to identify the root cause, prevent any re-occurrence and, wherever possible, resolve the complaint to the customer's satisfaction. If our service does not meet our usual high standards, we will take action to rectify the issue.

If we receive a complaint which is the responsibility of one of our partners providing a regulated product or service, your concerns will be referred to them in writing. We will also contact you confirming that your complaint has been referred on and provide our partner details.

**If you have any support needs or requirements, please let us know so we can provide further support throughout your complaint.**

You can find all our contact details at [www.halfords.co.uk](http://www.halfords.co.uk) alternatively call us on 0330 135 9779.

### **How long it will take.**

Many complaints can be resolved quickly by a member of our Customer Service Team, but there may be occasions where we need more time to investigate and resolve your issue. We will acknowledge your complaint in writing within 3 working days and let you know if we require further time to investigate.

Whilst your complaint is being investigated, you will receive updates on the progress of the investigation via email/telephone/post (let us know which is best).

On the rare occasion that we are unable to resolve a complaint within eight weeks of receipt, we will write to you explaining the reasons for the delay and give you an indication of when we expect to be able to provide a resolution. At this point if you are unhappy with the progress, you may refer your complaint to the Financial Ombudsman Service via the details we have provided below.

### **What to do if we can't reach an agreement**

We want to be able to resolve your complaint to your full satisfaction. However, if you feel our response to your complaint does not fully address all your concerns, please let us know, so we can see if we can provide any more assistance.

If you are not satisfied with our response to your complaint, you can refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of our final response letter to you.

They can be contacted in the following ways:

- Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Telephone: **0300 123 9123**
- E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)