



IAR Complaints Procedure

The first step is for us to understand your complaint. If the complaint relates to the vehicle purchased, please contact us directly.

By Telephone: 01234 900210

By Post: NCL Motors LTD, 18F London Rd, Bedford MK42 0NS

Alternatively, if the complaint is in relation to finance you can contact AU Finance:

By post: Complaints Department, AU Finance, 8 Eagle Park Drive, Warrington, WA2 8JA

By email: qualitystandards@auf.co.uk

Please provide your name and contact number so we can contact you between the hours of 9am – 5pm Monday to Friday.

Auto Union Finance Ltd 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.

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.

FOS can be contacted at: Financial Ombudsman Service, Exchange Tower, London, E14 9SR. T: 0845 080 1800. W: www.financial-ombudsman.org.uk .By email complaint.info@financial-ombudsman.org.uk