



Complaint Procedure

Since 1952 Nortree Motor Company have taken great pride in providing our customers with the best possible care. We are continuously working to become a more responsible retailer. If for any reason you are not satisfied with the service or products that we provide, then please contact us so that we can investigate your concerns and rectify the situation.

What information we require to investigate your complaint

In order for us to deal with your complaint in the quickest time possible it would help to have the following information.

Vehicle details: Make, Model, Registration number.

Complaint: Details of your complaint.

Documents: Any documents you fill will help support us to deal with the complaint.

Formal Complaints Procedure

1. We aim to acknowledge your complaint within 48 hours or 2 business days (Monday - Friday) of receipt.
2. We will fully investigate your complaint and provide a response to you via email. We will endeavor to carry out our investigations as quickly as possible and aim to have a response to you within 14 business days (Monday - Friday).
3. The response will signify the end of our formal complaints procedure.
4. If we are unable to provide a response to your complaint that you are completely satisfied with, you can refer your complaint to the Motor Ombudsman. The Motor Ombudsman acts as an Alternative Dispute Resolution (ADR), offering conciliation and arbitration. You can contact them via www.themotorombudsman.org or on their advice line 0345 241 3008

Third Party and Data Protection

Due to the Data Protection laws, if you would like a third party to deal with your complaint on your behalf, we would need you to provide us with your authority to do so. We will not deal with a third party unless we are completely satisfied that you have instructed them in the matter.

How to contact us

To make a complaint you should contact us through the dealership and department that the complaint is regarding. You can find telephone, email, and mailing addresses by visiting www.nortreemotorcompany.co.uk/contact