

Doble Motorcycles Complaints Procedure

At Doble Motorcycles we endeavour at all times to deliver with integrity a professional, honest and flexible service to all our customers.

If you feel we have not lived up to this promise or if you feel we can improve or enhance our existing services we would like to hear from you.

We welcome comments from all our customers, details of our Complaints Policy is readily available from any member of our team.

What will happen when you complain?

While we work hard to provide a high quality of service to our customers, we are aware that sometimes you may feel you did not receive as good a service from Doble Motorcycles as you expected. As a result, and in keeping with our core values, we have in place a Complaints Policy which will help us to learn from our mistakes in our continual efforts towards improvement.

Doble standards for dealing with complaints

We will treat your complaint properly, fairly and impartially.

We promise that making a complaint will have no implications for your future dealings with our us.

We will apologise for any mistake, explain what happened and put it right where ever possible.

We will change the way we do things to avoid making the same mistake in the future.

Doble Complaints Procedure

Step 1 – Contacting Doble Motorcycles

If you are dissatisfied with any aspect of our service, please express this in the first instance to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to their department manager who will also try to help as we aim to resolve all difficulties as quickly and efficiently as possible.

Step 2 – Making a complaint

If the first response you receive is not satisfactory in resolving your concerns, you can write to us at Doble Motorcycles, 86-92 Brighton Road, Coulsdon, Surrey, CR5 2NG or email us at customerservice@doble.co.uk. We will fully investigate your complaint. Initially you will receive an acknowledgement of your complaint. We will then respond within 10 working days of when we received your letter or email.

Step 3 – Taking your complaint further

If our suggested solution is not satisfactory, you can then write to or email our Dealer Principal, Mike Doble. Mike will personally look into your case and conduct a detailed investigation. Again you will receive a response within 10 working days from when we receive your letter.

In writing: Write to Mr. Michael Doble, Partner, 86 - 92 Brighton Road, Coulsdon, Surrey, CR5 2NR.

By phone: Telephone 020 8668 8851

In line with FCA guidelines we will always send a final response within eight weeks of receiving the complaint.

Step 4 – Complaining to the appropriate governing body

If our final business decision regarding your complaint is not satisfactory you can then complain to the appropriate governing body:

If your complaint relates to our insurance or finance services please refer to **Step 4a**:

For all other complaints please refer to **Step 4b**:

Step 4a – If your complaint concerns our insurance or finance services

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Doble Motorcycles, 86-92 & 103 Brighton Road, Coulsdon, Surrey, CR5 2NR is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 305083. Our permitted business is Motorcycle Dealer and Associated Sales.

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0845 606 1234.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

Step 4b - If your complaint concerns about anything else

If you cannot settle your complaint with us, you are entitled to refer it to our Alternative Dispute Resolution body who are National Conciliation Service:

In writing: National Conciliation Service, First Floor, 2 Allerton Road, Rugby, Warwickshire, CV23 0PA

By phone: 020 7580 9122

By email: kevin.briggs@rmif.co.uk