

COMPLAINTS POLICY

Castleview Cars – A trading name of Taz Corporation Limited

Our Commitment

At Castleview Cars, we are committed to delivering a high standard of service. If something goes wrong, we welcome the opportunity to put things right. We treat all complaints seriously, fairly, and promptly.

How to Complain

If you are dissatisfied with any aspect of our service, please contact us:

In writing:

Castleview Cars
14 Shirley Avenue, Windsor, SL4 5LH

By telephone:

01753 928786

By email:

contact@castleviewcars.com

What We Will Do

We aim to resolve complaints quickly and fairly. Upon receiving your complaint, we will:

- Acknowledge it within 5 business days
- Investigate the matter thoroughly and impartially
- Aim to provide a final response within 8 weeks

If we cannot resolve your complaint within 8 weeks, we will write to explain why and let you know when you can expect a final response.

If You Are Not Satisfied

If you remain dissatisfied after receiving our final response or after 8 weeks, you may refer your complaint to the Financial Ombudsman Service:

Financial Ombudsman Service

Exchange Tower, London, E14 9SR
0800 023 4567
www.financial-ombudsman.org.uk

You must refer your complaint to the Ombudsman within six months of our final response.

Castleview Cars – Committed to customer satisfaction and fair resolution.