



At Drive we aim to provide the highest quality service to all of our customers at all times. We welcome feedback from our customers, and where we receive a complaint, we aim to respond to it in a timely manner. If for any reason you are unhappy with the service we have provided, please find below our customer complaints procedure.

Unhappy with your experience?

In the first instance please speak to the Departmental Manager at the site you are dealing with. We will endeavour to resolve your issue on the spot where possible. Some issues may require investigation and so will take longer to resolve, we will keep you informed throughout this process.

Making a formal complaint

If you feel your complaint has not been satisfactorily dealt with, please put your complaint in writing to the General Manager of the site. The General Manager will conduct an investigation into the complaint and you will be advised of the outcome in writing.

If you are still unhappy with the outcome of the General Manager's investigation, you may escalate the complaint to Head Office for the attention of the Managing Director. Complaints should be sent to:

Drive Motor Retail Ltd
Freemens Common Road
Leicester
LE2 7SL

A full investigation will be conducted by the Managing Director, taking into account all the facts. Upon conclusion of the investigation, a written response will be sent to you.

Not happy with the outcome?

Drive subscribes to the Motor Industry Code of Practice for Service and Repair. If you are still not satisfied following the conclusion of this procedure, The Motor Ombudsman will offer free impartial advice and, when appropriate, a CTSI certified Alternative Dispute Resolution (ADR) service.

For further information you can visit their website at <https://www.themotorombudsman.org> or call their Consumer Advice Line: 0345 241 3008