

SDX Motors is dedicated to delivering products and services of the highest standard. However, we understand that occasionally issues may arise. If you have a concern or are dissatisfied in any way, we are committed to resolving the situation in a fair and transparent manner.

Complaint Handling Process:

1. Contact Information:

If you have a concern regarding your vehicle or the service provided, please contact us at:

SDX Motors
Offton Garage, Westbourne Rd, IP1 5EW
Phone: 07540 969709
Website: <https://www.sdxmotors.co.uk>

2. Information Required:

To assist us in thoroughly investigating and resolving your complaint, please provide the following information:

Your name and address
Contact details
Clear description of your complaint
Details of the resolution you seek
If applicable, copies of any relevant supporting documentation

3. Contacting Us:

You can reach us during our business hours:

(Opens at 10am-4pm Mon-Fri)
Phone: 07540 969709

4. Staff Training:

We are committed to maintaining high customer service standards. Our staff undergo regular training to ensure a comprehensive understanding of our customer complaint procedure.

5. Finance Agreement Complaints:

If your complaint pertains to a finance agreement or the vehicle funded under such an agreement, please contact the finance company indicated on your agreement for resolution. Note that SDX Motors is a credit broker, not a lender, and can only address complaints related to the introduction and sale of the finance agreement.

6. Alternative Dispute Resolution:

If dissatisfied with our response, you may seek an independent review through the alternative dispute resolution process. The Financial Ombudsman Service is one such body:

Financial Ombudsman Service
Exchange Tower, London E14 9SR
Telephone: 0300 1239 123
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Our Commitment to You:

We pledge to thoroughly investigate your complaint and provide a fair response based on all available information. Our commitment includes:

Within 5 working days, a written acknowledgement of your complaint with details of the handling process.

Regular updates on the progress of your complaint.

Within 8 weeks of receiving your complaint, either a final response with reasons or an explanation of the delay and an expected resolution timeframe.

While we may not always provide the desired answer, we ensure a clear explanation for our decision.