

Humphries & Parks Complaints Procedure

At Humphries & Parks, we are committed to providing excellent customer service and take all complaints seriously. If you are unhappy with any aspect of our service or your experience, we want to hear from you so we can put things right.

Step 1: Let Us Know

In the first instance, please contact the department or staff member you have been dealing with. Many issues can be resolved quickly and informally.

You can contact us by:

- **Phone:** 01732 870711
- **Email:** customerservice@humphriesandparks.co.uk
- **Post:** Complaints Department, Humphries & Parks Ltd, London Road, West Malling, Kent ME19 5AN
- **In person:** Please ask to speak with a manager

Step 2: Formal Complaint

If you are not satisfied with the initial response or would prefer to raise your concern formally, please submit your complaint in writing. Be sure to include:

- Your name and contact details
- Details of your vehicle (if applicable)
- A clear description of the issue
- What outcome you are seeking

Once we receive your formal complaint, we will:

- Acknowledge receipt within **3 working days**
- Carry out a full investigation
- Provide a written response within **10 working days** (or keep you updated if more time is needed)

Step 3: Still Not Satisfied?

If you remain unhappy with our final response, and your complaint relates to a financial product or service (e.g. vehicle finance), you may be eligible to refer your complaint to the **Financial Ombudsman Service**:

- **Website:** www.financial-ombudsman.org.uk
- **Phone:** 0800 023 4567

- **Email:** complaint.info@financial-ombudsman.org.uk
- You must do so within **6 months** of our final response.

If your complaint does **not** relate to finance, you may be able to seek advice from:

- Citizens Advice: www.citizensadvice.org.uk
- If you cannot agree during the complaints process, consider referring the matter to our Alternative Dispute Resolution service (ADR), the National Conciliation Service. This is a free and independent dispute resolution service provided to RMI members and their customers. They can be contacted on 01788 538317 and more details can be found by following the below link [The National Conciliation Service](#)

Please note: Humphries & Parks Ltd is **not a member** of the **Motor Ombudsman scheme**, and we **do not recognise complaints raised through their service**.

Our Commitment

We aim to:

- Treat all complaints fairly, consistently, and confidentially
- Resolve issues promptly
- Use feedback to improve our services

Thank you for giving us the opportunity to resolve any concerns you may have.