



# IBZ MOTORZ

[www.ibzmotorz.co.uk](http://www.ibzmotorz.co.uk)

## IBZ MOTORZ LIMITED CUSTOMER COMPLAINTS PROCEDURE

IBZ MOTORZ LIMITED 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:

**IBZ MOTORZ LIMITED**  
**Epping, Green Cl,**  
**Epping Green, Epping,**  
**Essex, CM16 6QA**

Phone: 020 7998 8383

Website: <https://www.IBZMOTORZ.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:

Phone: 020 7998 8383



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#### 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 IBZ MOTORZ LIMITED is a credit broker, not a lender, and can only address complaints related to the introduction and sale of the finance agreement.

#### 6. The motor Ombudsman Accreditation 22520

by calling 0345 241 3008 Monday to Friday, 9 AM–4:30 PM, excluding bank holidays:

#### 7. 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](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://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.