



Honda Motor Europe Limited
Cain Road
Bracknell
RG12 1HL
Telephone: 0345 200 8000
www.honda.co.uk

Our Internal Complaints Procedure.

At Honda Motor Europe, we endeavour to provide services, of the highest standards, to all our customers. However, on occasion, we may fall short of this, or a customer may not be entirely satisfied with the level of service they have received and find it necessary to complain to us.

We will do everything possible to resolve any issues you have in a fair and timely manner.

We treat complaints very seriously. We will assess your complaint objectively. Where we conclude we could have done better, we will take the necessary steps to put it right.

Our complaint handling processes comply with all legal and regulatory requirements to ensure that your complaint is dealt with correctly and fairly.

How to Contact Us

If you wish to raise a complaint, you can contact us using the below methods:

To raise a complaint **before** taking delivery of your vehicle:

- Call us on 0345 200 8000 (Option 2)
- Email us at Honda.Digital.Support@honda-eu.com
- Write to us –
Honda Motor Europe Limited,
Honda Sales Centre Section Manager
Cain Road
Bracknell
RG12 1HL
- Visit your nearest Honda Retailer

To raise a complaint **after** taking delivery of your vehicle:

- Call us on 0345 200 8000 (Option 3)
- Email us at info.uk@honda-eu.com
- Write to us –
Honda Motor Europe Limited,
Customer Support
Cain Road
Bracknell
RG12 1HL
- Visit your nearest Honda Retailer

When contacting us, please quote your full name, car registration number and/or your Honda ID number.

Our Process

On receipt of your complaint, we will do our best to resolve the matter promptly.

If we can resolve your complaint within 3 business days, we will send you a Summary Resolution Letter to confirm that your complaint has been resolved. Should we consider that we are unable to resolve your complaint by close of the third business day, we will write to you within 5 business days to confirm receipt of your complaint. If your complaint is still under investigation after 4 weeks, we will provide you with a written update. The Financial Conduct Authority (FCA) requires all complaints to be responded to within 8 weeks. By the end of 8 weeks, you can expect to receive a final response letter on your complaint with an explanation of how we reached our decision.

In circumstances where we do not resolve your complaint within 8 weeks, we will provide a written explanation of the reason(s) for the delay and indicate when we expect to provide our decision.

Financial Ombudsman Service (FOS)

If we have not provided a final response to your complaint within 8 weeks or you are dissatisfied with our response you may have the right to refer your complaint to the Financial Ombudsman Service (FOS).

The FOS provides a dispute resolution service for eligible complainants. Any referrals must be made within 6 months of receiving a final response, Summary Resolution Letter or our written response explaining why we are not able to provide a final response to your complaint within 8 weeks.

They can be contacted by one of the following methods:

- In writing: Financial Ombudsman Service
Exchange Tower
London
E14 9SR
- By Telephone: 0800 023 4567 or 0300 123 9123
- [By Email: complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- [Online: www.financial-ombudsman.org.uk/make-complaint](http://www.financial-ombudsman.org.uk/make-complaint)
[You can find out more about the FOS by visiting https://www.financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk)