

Peacock and Binnington Complaints Procedure – Dealing with Your Complaint. July 2023

Peacock and Binnington are committed to providing high quality service. We acknowledge that it may not be perfect for every individual, so we have set up the following complaints procedure.

All complaints received will be investigated with the FCA principle of Treating the Customer Fairly in mind.

Get in contact with us:

Telephone Number: 01652-600200

Email: finance@peacock.co.uk

Post: Peacock and Binnington, Old Foundry, Brigg, North Lincolnshire, DN20 8NR

Clarification

As Peacock and Binnington is regulated by the Financial Conduct Authority, we work alongside other supplying dealerships, manufacturers and Finance Companies, so we will need to assess who the complaint is in relation to.

If the complaint is in relation to the goods purchased, Peacock and Binnington, any other supplying dealership, manufacturer or Finance Company we will not hesitate in taking your complaint to the provider with your authorisation.

If the complaint is regarding the service, we have provided we will adhere to this complaint procedure.

Eligible Complaints

Eligible complainants are those who have a potential claim against a firm whereby it is believed he/she has suffered a financial loss due to poor advice or service.

The Financial Conduct Authority complaints rules apply to complaints:

Made by, or on behalf of, an eligible complainant.

1. Relating to regulated activity.
2. Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.
3. Not resolved by close of business on the day following receipt.

Peacock & Binnington Ltd

Registered Office: The Old Foundry, Brigg, North Lincolnshire DN20 8NR
t. 01652 600 200 w. peacock.co.uk

Directors: N A Peacock, G W Main, M J Bourne, R Cross, M P Farleigh, A J Walker, D P Franks.
Registered in England & Wales. Company No. 00328944 VAT No. GB 128 1285 77

Complaints Process

Our Complaints Officer will log your complaint and refer it to the relevant director or employee.

The Complaints Officer will acknowledge it in writing.

Peacock and Binnington will look to investigate the complaint compliantly, diligently, and impartially, obtaining additional information where necessary.

Peacock and Binnington will look to assess fairly, consistently, and promptly:

1. The subject matter of the complaint
2. Whether the complaint shall be upheld
3. What remedial action or redress may be appropriate

We will always look to keep you updated throughout the complaint.

The complaint must be dealt with within 8 weeks.

If there are mitigating circumstances holding up the complaint, we **MUST** respond to you informing you of what is holding the complaint up.

Peacock and Binnington will then look to issue you with a Final Response letter, within the Final Response letter we will inform you of the decision and our findings regarding your complaint. We will also supply you with The Financial Ombudsman's leaflet and contact details in case you require further advice or are unhappy with the handling of your complaint.

Complaints resolved by close of the third business day.

If we have resolved your complaint to your satisfaction within 3 business days, this complaint can be actioned differently.

This complaint will be processed and information sent to you to comply with the Summary Resolution Communication guidance from the Financial Conduct Authority. This will be in the form of written communication where:

1. refers to the fact that you have made a complaint and informs you that we now consider the complaint to have been resolved to your satisfaction.
2. We will tell you that if you subsequently decide that you are dissatisfied with the resolution of the complaint you may be able to refer the complaint back to us for further consideration or alternatively refer the complaint to the Financial Ombudsman Service.
3. We will indicate whether we consent to waive the relevant time limits, where we have discretion in such matters.

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www.peacock.co.uk

4. Provide the website address of the Financial Ombudsman Service and guidance of where you can find the information on their website; and
5. A Financial Ombudsman Service leaflet, detailing their services and contact details.

The Financial Ombudsman Service

The Financial Ombudsman Service is an entirely independent service and advice is free of charge to consumers.

You must contact the Financial Ombudsman within six months of our Final Response letter.

Address – Exchange Tower, London, E14 9SR

Helpline – 0800 023 4567

Email – complaint.info@financial-ombudsman.org.uk

Website – www.financial-ombudsman.org.uk

Where a complaint is referred to the Financial Ombudsman, Peacock and Binnington will cooperate fully and comply fully with any settlement requests or rulings.

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