



At Volkswagen, we pride ourselves in delivering an outstanding customer experience to you and we welcome all feedback on how we can improve our service. We recognise, however, that despite our best efforts, from time to time a situation may arise whereby a customer is left dissatisfied with a product or service that we have provided. We therefore have a dedicated complaints process in place, outlined for you below:

### **Step 1: Notify your local Volkswagen Retailer or Authorised Repairer:**

In the first instance, we recommend contacting your local Volkswagen Retailer or the Volkswagen Retailer where you purchased/repaired your vehicle. Many complaints can be resolved in-house in an efficient manner. The Retailer will endeavour to resolve your complaint through their internal complaints handling process, which may involve contacting Volkswagen UK directly on your behalf. You can find your local Volkswagen Retailer here:

<https://www.volkswagen.co.uk/en/find-a-volkswagen-retailer.html>

### **Step 2: Volkswagen UK Customer Services**

If you are dissatisfied with the outcome after speaking to your Volkswagen Retailer, we recommend contacting Volkswagen UK Customer Services, whereby:

- A dedicated member of our team will be assigned to oversee your complaint and act as your point of contact. They will investigate the matter further and keep you updated on progress.
- A Customer Relations Manager may contact you to discuss your case in more detail. They may also make contact with the Volkswagen Retailer and request their involvement or ownership of the matter, if required.
- Your vehicle may need a thorough diagnosis at a Volkswagen Retailer, in which case we will require you to book your vehicle in.
- We aim to resolve all complaints within 10 days, however sometimes this may take longer depending on the complexity of the investigation.

In any event, you will be guided through the process by our dedicated Volkswagen UK Customer Services team, who may be reached on any of your preferred contact channels below:

#### **Live Chat**

You can chat to us by clicking on the 'Live Chat' option which pops up on most pages of our website.

#### **Phone**

You can call us on 0800 333 666 to speak to a member of the team.

#### **E-Mail**

You can email us if you'd prefer on: [customerservices@volkswagen.co.uk](mailto:customerservices@volkswagen.co.uk)



## Post

If you wish to write to us our mail address is:

Volkswagen UK  
PO Box 9004  
LEEDS  
LS1 9WA

## Financial Queries:

If your vehicle is financed through Volkswagen Financial Services (VWFS UK Ltd) you can manage all aspects of your agreement on their dedicated [website](#).

Alternatively, if you would like to speak to a member of the team, please contact the VWFS Customer Service Team on 0370 010 2022 (open Monday – Friday, 9am – 6pm).

## Financial Complaints:

Should you have cause to complain, you can also view the full customer concern policy where you can escalate any concerns using the [Online Complaints Form](#).

If you have raised a complaint online and would like to speak to a member of the VWFS Customer Resolutions Team, please contact 0800 912 3564 (open Monday – Friday, 9am – 5pm).

## Further Action – Independent Review

If you remain dissatisfied after your case has been reviewed by our customer services team, you may wish to contact the Motor Ombudsman. They are an independent and fully-impartial dispute resolution body who can offer further advice on the Motor Industry Codes of Practice.

## New Car Code



Motor Industry Code of Practice for

**New Cars**



The New Car Code of Practice sets out the standards that vehicle manufacturers comply with regarding;

- New cars under manufacturer's warranty
- The terms of the manufacturer's warranty
- Availability of replacement parts
- Advertising
- Complaints handling

The Code details promises given by vehicle manufacturers and contains guidance to assist the consumer. As a subscriber to this Code we are fully committed to delivering and maintaining the highest levels of service to our customers.

### Service and Repair Code



Motor Industry Code of Practice for

## Service and Repair

Our approved dealers and repairers are committed to an open, transparent and fair way of doing business. They have subscribed to the Motor Industry's Code of Practice for Service & Repair, and committed to:

- Honest and fair services
- Open and transparent pricing
- Completing work as agreed
- Invoices that match quoted prices
- Competent and conscientious staff
- A straightforward, swift complaints procedure

The Motor Ombudsman will offer free impartial advice and when appropriate an Alternative Dispute Resolution (ADR) service that we are fully committed to in the event that you are not satisfied with the outcome of a dispute.

For further information you can visit their website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org) or call their Consumer Advice Line: **0345 241 3008**.