

ALD Automotive Customer Complaints Policy

ALD Automotive is committed to providing a high quality service to our customers. However, we recognise that we may make mistakes from time to time and that customers may feel that the service they have received from us may have been unsatisfactory.

How to contact us

You can contact us with details of your complaint by telephone, email or letter. Please include full details of your complaint, along with customer name, vehicle registration (if applicable) and preferred contact details.

1. Call us at 00 353 (0)1 206 1118, ask to speak with Customer Care
2. Email us at complaints.iemf@aldautomotive.com
3. Write to us at *Customer Care, 15/16 Holly Avenue, Stillorgan Industrial Park, Stillorgan, Co. Dublin, A94XA72, Ireland*

What happens next

We will always deal with complaints as quickly as we can and carry out a full & impartial investigation of the issues you raise, although some complaints may take longer to resolve.

We will aim to resolve concerns as quickly as possible and would expect to deal with the vast majority within 15 days. If the complaint is more complex, we will let you know within this time why we think it may take longer, tell you how long we expect it to take and give you regular updates on any progress made.

The purpose of our Complaints Policy and Procedure is to ensure that all complaints are dealt with promptly and consistently and are handled with courtesy and fairness. As a result of a complaint, we will aim to rectify the issue and improve our service.

Competition & Consumer Protection Commission (CCPC)

If you are a consumer and you are not satisfied with our conclusions, you can contact the Competition and Consumer Protection Commission (CCPC). The CCPC advises consumers in general terms about consumer law. It cannot give a decision on individual disputes between a consumer and a supplier as only a court can order a trader to give you compensation. However, it can investigate various practices relating to the terms on which the goods or services are supplied.

You can contact the CCPC by:

1. Telephone: 01 4025555 / 1890 432 432
2. The website: www.ccpc.ie
3. Writing to: *Bloom House, PO Box 12585, Railway Street, Dublin 1, D01 C576.*