

Motors.co.uk is committed to duly considering complaints received from its business users and dealing with these complaints swiftly and effectively taking into account importance and complexity. The following statistics relate to complaints lodged by business users of **Motors.co.uk Limited** and are updated on an annual basis.

No of complaints lodged

52

Main types of complaints

Potential Fraud

Service Issue

Response Level

Time needed to process a complaint (average)

10 Days

Outcome of complaints (aggregated)

92% of complaints resolved

8% of complaints unresolved

0% of complaints withdrawn by business user

Updated: 12th July 2021 for period 12 July 2020 to 11 July 2021 (inclusive).