



Genesis Complaints Procedure

Introduction

Genesis Motor UK is committed to supplying products and service of the highest standard. We recognise however that, despite our best efforts, things can go wrong. When that happens, we will do our best to correct the issue as quickly and efficiently as possible. This Customer Complaints Handling Procedure explains how best to direct any complaint, and what you can expect from us.

If your questions relate to the financing of your vehicle through Genesis Finance, you should contact them directly: 0800 085 2054.

Step 1: Contact Genesis UK

Please use the contact us link [Contact Us | Genesis](#) to contact the Customer team directly. Please select if it's for a Sales or a Service enquiry.

Please have the following information to hand:

- Your full name and address
- Your vehicle registration number
- The best means of contacting you
- A clear description of your complaint
- What you would like us to do to rectify the situation

Alternatively, you can reach us by phone, by email or by post:

Phone: We're available by phone on 0800 8048 115. Our customer service team is here from 9am to 5pm Monday to Friday.

Post: Genesis Motor UK Customer Experience Team
Birchwood Building
Springfield Drive
Leatherhead
KT22 7LP

We aim to respond to all complaints within 3 working days, and to resolve them within 10 working days. Where your complaint relates to a consumer credit agreement, we are required to respond to all complaints with a final outcome within 8 weeks.

In exceptional cases, where a complaint cannot be resolved within these deadlines, we commit to keeping you informed and explaining the reasons for the delay.

Step 2: Independent Review

If you remain unhappy with our response, you can raise it with an independent third party. This may be The Motor Ombudsman or The Financial Ombudsman Service, dependent on the nature of your complaint.

The Motor Ombudsman

[The Motor Ombudsman](#) is the automotive dispute resolution body. Fully impartial, it is the first Ombudsman to be focused solely on the automotive sector, and self-regulates the UK's motor industry through its comprehensive Chartered Trading Standards Institute (CTSI)-approved Codes of Practice. These drive even higher standards of work and service, and give consumers added protection, peace of mind and trust during the vehicle purchase and ownership experience.

You can contact The Motor Ombudsman by phone, online or by post:

Phone: 0345 241 3008* (option 1)

Online: <https://www.themotorombudsman.org/consumers/make-a-complaint>

Post: The Motor Ombudsman
71 Great Peter Street
London
SW1P 2BN

The Financial Ombudsman

If your complaint relates to a consumer credit agreement, you can contact [The Financial Ombudsman Service](#). You can contact The Financial Ombudsman Service by phone, by email, online or by post:

Phone: 0800 023 4567

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

Online: <https://www.financial-ombudsman.org.uk/make-complaint>

Post: The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

