



Main Autocentre Complaints & Disputes Resolution Procedure

Dispute Handling Process

Main Autocentre endeavours to have fair and open dealings with our customers. As part of this goal we have developed the following procedure for handling complaints.

Stage 1

Internal Resolution Process

If you have a complaint you should contact the Main Autocentre staff member whom you have been dealing with. If you and they cannot resolve the problem then ask for the issue to be referred to their manager.

If the complaint remains unresolved after discussing with Main Autocentre service management, you can ask that the matter be referred to the Main Autocentre internal dispute resolution process.

The complaint will be forwarded to the Disputes Resolution Panel made up of appropriate senior managers. They will review the complaint and make a Final Decision. You will receive the Panel's decision in writing. We will undertake this process within 10 working days.

Stage 2

External Resolution Process

If Main Autocentre's final decision is unacceptable to you, or we have taken more than 40 working days to resolve your complaint, you have the following options available:

- you may seek independent legal advice; or
- you may refer the matter to Disputes Tribunal.
- You may request mediation with an independent mediation representative from MTA (Motor Trade Association) or CRA (Collision Repair Association) both of which Main Autocentre is a member of.