

# AA

## Cars

### AA Cars - Scheme Rules

#### How do I make a complaint?

If you are unhappy with the service received from a Dealer advertising with AA Cars, or a purchase you have made from them, you must contact them in the first instance to give them the chance to resolve the matter for you.

You should detail your concerns and let them know what you're looking for them to do, to resolve your complaint.

#### What if I'm still unhappy?

If you have followed the dealers complaints process and are still unhappy, or you have not received a response from them within a reasonable time, AA Cars can provide an impartial Alternative Dispute Resolution (ADR) service to you free of charge. We can assist with a dispute that could arise between you and an AA Cars dealership. To use our ADR service you are not obliged to obtain independent advice or be represented or assisted by a third party, although they may choose to do so.

The ADR procedures we operate are conducted in English, by both oral and written means. We are only able to handle a complaint if it is submitted in English.

The key objective of the service is to create a line of recourse for you in line with the Consumer Rights Act 2015, whilst remaining totally impartial and fair.

Within 12 months of receiving a response from the AA Cars dealer, you will need to ensure you contact us. In the event that you haven't received a response from the dealer, you will need to contact us within 12 months of raising your concerns with the business.

To contact us, you will need to complete the complaint form, easily located on our [website](#). You will need to provide full details of your complaint, including confirmation of what you are expecting from the dealer to resolve your issue. Once you have logged your complaint, we will contact you to request copies of all of the information and supporting evidence that you would like us to consider.

A paper copy can also be made available upon request or alternatively you may write to us using this address:

The Millers House  
Roydon Road  
Stanstead Abbotts  
Ware  
SG12 8HN

To use our mediation service, you do not need legal representation, however you are able to obtain legal advice, or be represented by a third party if you wish.

In order for mediation to be successful we will share details and any supporting evidence with either party.

## **What happens next?**

Within 14 working days of receiving your complaint, we will:

- Send you our privacy notice if your complaint has been received by post
- Assess the information you have provided
- Ensure that the dealer is an AA Cars dealership and is accredited to the AA Dealer Promise Code
- Contact you if we are unable to provide our ADR service, confirming the reasons why
- Contact you to confirm we are able to provide our ADR service, giving you the opportunity to discuss all elements of the sale, including issues with the vehicle, elements of customer service and any other concerns you may have.

Both parties will be given reasonable time to supply AA cars with documentation, evidence and express their points of view to the dispute and reflect on the outcome proposed by AA cars mediation before agreeing to the outcome.

Once we have gathered all of the information and evidence from both parties, we will determine the right course of action in line with the Consumer Rights Act 2015. This will then be communicated to both parties via continued mediation in order to progress the matter to resolution. All communication will be followed up in writing including the outcome of mediation.

If the dealer has failed to honour their obligations under our Dealer promise code, we will recommend the correct course of action, in order to resolve your complaint.

In the event the dealer does not comply with the correct course of action, we will carry out a review to determine the future relationship they have with AA Cars. As our reviews and all findings are confidential and commercial decisions are private, we are unable to disclose the outcome.

In some instances, we may be unable to reach a satisfactory conclusion via mediation. If this is the case, we will confirm this in writing and advice on your best next steps to resolve the dispute.

You can decide whether you agree with our outcome. You should be aware that our outcome could differ from any decision made by a court.

Participation in mediation does not prevent you from seeking redress through court proceedings.

## **How long does the mediation process take?**

We will keep you updated throughout the duration of the mediation process and both parties will consistently be given the opportunity to express their points of view regarding the dispute at any time.

Once we begin mediation, we aim to reach a conclusion within 90 days or before if possible, unless there are exceptional circumstances. In these instances, we will let you know when you can expect to hear from us.

If you wish to withdraw your complaint, then please let us know. It is your right to withdraw from the ADR process at any stage.

## **Can you help me?**

We can only consider complaints against dealers that are accredited to the AA Dealer Promise Code. All AA Cars Dealerships are located within the UK, however if you are not a UK resident we can still help you.

We are unable to provide you with mediation if:

- You have not already attempted to resolve your issue following the dealers complaint process
- The dispute is currently being considered by a Legal entity
- Your complaint is solely regarding Personal injury, and not related to the purchase of a vehicle
- Your complaint is regarding any criminal activity not related to the purchase of a vehicle
- The AA does not have an active relationship with the dealer
- It has been more than 12 months since you received the final response from the Dealer, or more than 12 months since you raised the complaint with the dealer and did not receive a response.

## **What authority do you have with an AA Cars Dealer?**

We do not make legal decisions and the outcome of ADR is not legally binding, therefore we are unable to determine your legal rights.

If the dealer has failed to honour their obligations under our Dealer Promise Code, we will recommend the correct course of action, in order to resolve your complaint.

In the event the dealer does not comply, we will carry out a review to determine the future relationship they have with AA Cars. As our reviews and all findings are confidential and commercial decisions are private, we are unable to disclose the outcome.

## **Are you Impartial?**

All of our ADR officials are employed on a permanent basis by The AA, to ensure our ADR service is completely impartial.

We have one Complaints Manager, one Complaints Supervisor and four Case Handlers.

Our ADR service has been approved by the relevant competent authority, CTSI, to ensure impartiality and compliance which includes an annual audit.