

How to contact Customer Services

Telephone: 0141 648 1088

Email: customerservice@arnoldclark.com

Online: ArnoldClark.com/customer-services

In writing: 454 Hillington Road, Glasgow G52 4FH

X (formerly Twitter): @ACHelpTeam

Opening times

Monday - Friday	08:30 - 20:00
Saturday	09:00 - 12:00
Sunday	Closed

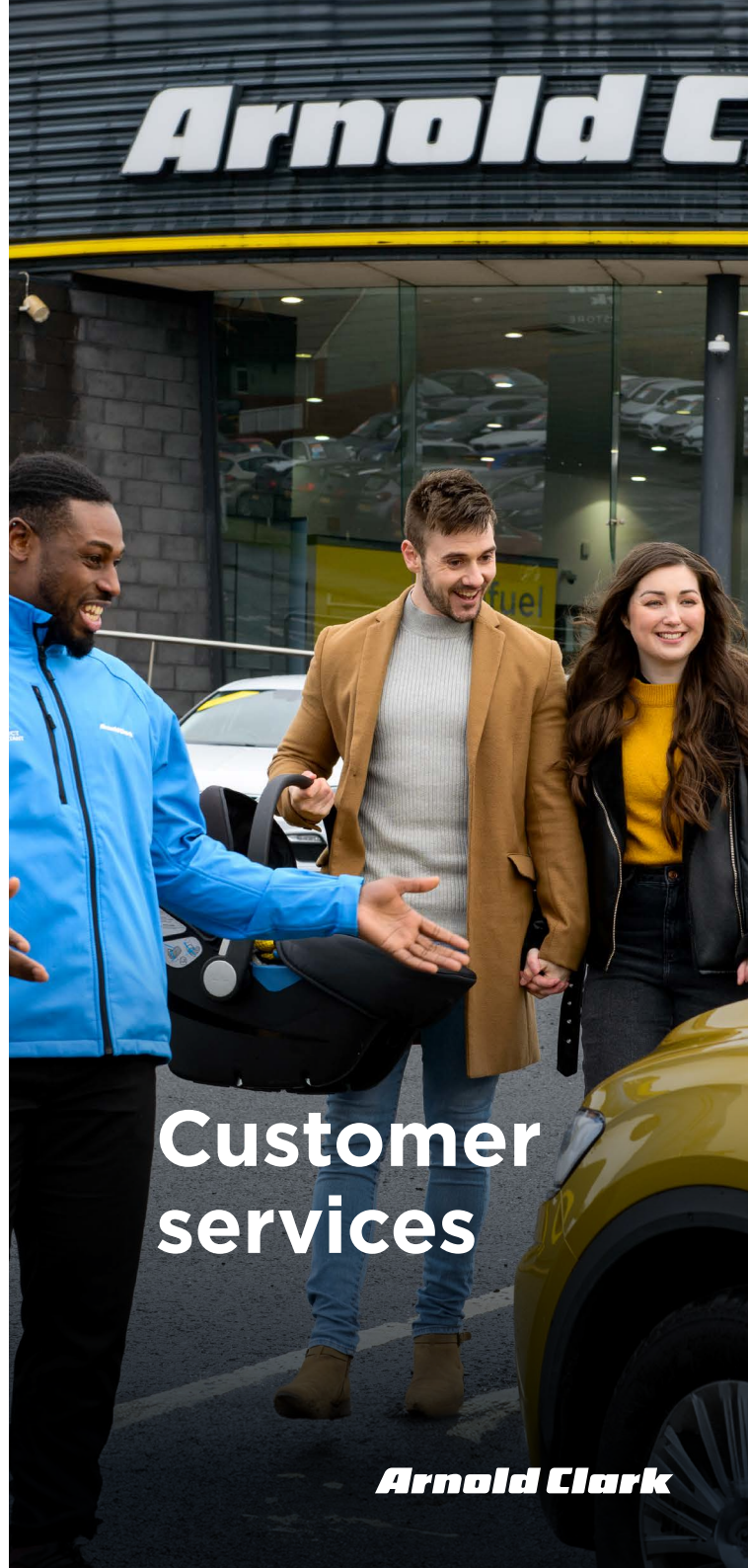
Arnold Clark is a member of:

The National Franchised Dealers Association
The Scottish Motor Trade Association
The British Vehicle Rental & Leasing Association

Our franchised dealerships subscribe to the Motor Industry Code of Practice - Service and Repair and we are regulated by the Financial Conduct Authority.



Arnold Clark Automobiles Limited. Registered in Scotland No. 36386.
Registered Office: 454 Hillington Road, Glasgow G52 4FH



Customer services

Arnold Clark

We're here to help



'Our aim is to offer genuine value for money, provide customer service of the highest level and treat customers fairly at all times.'

Sir Arnold Clark, 1927 - 2017

We always hope you'll be happy with the service you receive at Arnold Clark. However, sometimes things can go wrong.

If you ever have an issue, our dedicated Customer Services team is here to help put things right.

The team can also help if you need any advice, information or guidance.

Our complaint handling process

If you have a complaint while you're in one of our branches, please ask to speak to a manager while you're there - or if you've left, call the branch as soon as you can. Our managers can address and resolve most concerns on your behalf.

If, however, you remain dissatisfied, then you can contact our Customer Services team and we will look into the issue straight away.

What information do we need?

To start looking into your case, we ask for the following information:

- Your name and contact details.
- Your vehicle make, model and registration number (where applicable).
- Details of the branch concerned and any Arnold Clark staff you've been in communication with.
- A full account of your complaint, including key information, such as dates.

What happens next?

We aim to respond to any complaint we receive within 48 hours. If that's not possible, we will contact you to let you know why and when you can expect a reply.

Complaints relating to any product or service regulated by the Financial Conduct Authority

We aim to resolve FCA complaints within five working days. If we're unable to do so we will contact you with an update and let you know when you can expect a full response.

Once the complaint has been investigated in full, we will, where applicable, issue you with a 'final response'. Our final response will include confirmation of your rights to refer your complaint to the Financial Ombudsman Service.

Please note that the Financial Conduct Authority allows us eight weeks to resolve complaints.