

Complaints Procedure for Top Gear Autos NI, trading as McKinney Competitions

At Top Gear Autos NI LTD, trading as McKinney Competitions, we are committed to providing exceptional service to all our customers. However, we recognize that sometimes things may not go as planned. If you are dissatisfied with any aspect of our service, we encourage you to let us know so that we can address the issue and improve our offerings.

How to Raise a Complaint

If you have a complaint about our services, products, or website, please follow the steps below:

1. Contact Us

You can raise a complaint in the following ways:

- **Email:** Send your complaint to info@mckinneycompetitions.com. Please provide as much detail as possible, including your name, contact details, and any relevant order or competition details.
- **Phone:** Call us on +44 2837 998 210 during business hours (Monday to Friday, 9 AM to 5 PM).
- **Online Form:** Use the complaints form available on our website under the "Contact Us" section.

2. Acknowledgement of Your Complaint

Upon receipt of your complaint, we will:

- Acknowledge your complaint within 48 hours.
- Provide a reference number for your complaint for future correspondence.
- Investigate the issue and aim to provide a resolution within 5-7 working days.

3. Investigation and Response

Our team will:

- Review the information you have provided.
- Investigate the issue thoroughly.
- Contact you if any further information is required.

4. Resolution

We will aim to resolve your complaint within 14 working days. If, for any reason, more time is needed, we will keep you informed of the progress. Once a resolution is reached, we will:

- Notify you of the outcome via email or phone.
- Offer a suitable solution, such as a refund, replacement, or alternative compensation where applicable.

5. Escalation

If you are not satisfied with our response, you can escalate the complaint by:

- Replying to the email referencing your complaint, clearly stating that you would like to escalate the issue.

6. External Resolution

If we are unable to resolve your complaint to your satisfaction, you may seek further assistance from an independent consumer body, such as Trading Standards or an online dispute resolution service like <https://ico.org.uk/>.

Our Commitment

We take all complaints seriously and aim to resolve them in a fair and transparent manner. Your feedback helps us improve our service, and we appreciate your patience as we work to resolve any issues.