



At Audi, we pride ourselves in delivering an outstanding customer experience to you and we welcome all feedback on how we can improve our service. We recognise, however, that despite our best efforts, from time to time a situation may arise whereby a customer is left dissatisfied with a product or service that we have provided. We therefore have a dedicated complaints process in place, outlined for you below:

Step 1: Notify your local Audi Centre:

In the first instance, we recommend contacting your local Audi Centre or the Audi Centre where you purchased/repaired your vehicle. Many complaints can be resolved in-house in an efficient manner. The centre will endeavour to resolve your complaint through their internal complaints-handling process, which may involve contacting Audi UK directly on your behalf.

You can find your local Audi Centre here: <https://www.audi.co.uk/locate-a-centre.html>

Step 2: Audi UK Customer Services

If you are dissatisfied with the outcome after speaking to your Audi Centre, we recommend contacting [Audi UK Customer Services](#), whereby:

- A dedicated member of our team will be assigned to oversee your complaint and act as your point of contact. They will investigate the matter further and keep you updated on progress.
- A Customer Relations Manager may contact you to discuss your case in more detail. They may also make contact with the Audi Centre and request their involvement or ownership of the matter, if required.
- Your vehicle may need a thorough diagnosis at an Audi Centre, in which case we will require you to book your vehicle in.
- We aim to resolve all complaints within 10 days, however sometimes this may take longer depending on the complexity of the investigation.

In any event, you will be guided through the process by our dedicated Audi UK Customer Services team, who may be reached on any of your preferred contact channels below:

Phone

You can call us on **0800 699 888** to speak to a member of the team.

Website

You can get in contact via our '**Contact Us**' page where you are able to pre enter all your information and a dedicated advisor will make contact.

The '**Contact Us**' page can be found here:

<https://www.audi.co.uk/about-audi/contact-us/contact-us-form.html>

E-Mail

You can email us if you prefer on: customer.services@audi.co.uk



Post

If you wish to write to us our mail address is:

**Audi UK
Customer Service
Selectapost 29
Sheffield
S97 3FG**

Live Chat

Finally if it's just a little advice or information you require, why not click on the '**Live Chat**' option which pops up on our website.

Audi Finance

If your vehicle is financed via Audi Finance, it may be useful to contact them to make them aware of your complaint. Their details are:

Audi Finance

0370 010 2007

www.audifinance.co.uk

Further Action – Independent Review

If you remain dissatisfied after your case has been reviewed by our customer services team, you may wish to contact the Motor Ombudsman. They are an independent and fully-impartial dispute resolution body who can offer further advice on the Motor Industry Codes of Practice.

New Car Code



Motor Industry Code of Practice for

New Cars

The New Car Code of Practice sets out the standards that vehicle manufacturers comply with regarding;

- New cars under manufacturers warranty
- The terms of the manufacturers warranty
- Availability of replacement parts
- Advertising
- Complaints handling



The Code details promises given by vehicle manufacturers and contains guidance to assist the consumer.

As a subscriber to this Code we are fully committed to delivering and maintaining the highest levels of service to our customers.

Service and Repair Code



Motor Industry Code of Practice for

Service and Repair

Our approved dealers and repairers are committed to an open, transparent and fair way of doing business. They have subscribed to the Motor Industry's Code of Practice for Service & Repair, and committed to:

- Honest and fair services
- Open and transparent pricing
- Completing work as agreed
- Invoices that match quoted prices
- Competent and conscientious staff
- A straightforward, swift complaints procedure

The Motor Ombudsman will offer free impartial advice and when appropriate an Alternative Dispute Resolution (ADR) service that we are fully committed to in the event that you are not satisfied with the outcome of a dispute.

For further information you can visit their website at www.TheMotorOmbudsman.org or call their Consumer Advice Line: **0843 910 9000**.