



Raising a customer complaint.  
Our commitment to you.

Mercedes-Benz  
The best or nothing.



We're dedicated to providing you with the best customer experience throughout your Mercedes-Benz ownership. We understand that on rare occasions we may not meet your expectations, so we have a comprehensive process for handling such cases.

### **How do I raise a complaint?**

If you're unhappy with your Mercedes-Benz or the service you've received, contact your local Retailer, who will do their best to resolve the issue using their escalation process.

### **How can I pursue my complaint further?**

If, after speaking to your Retailer, your issue remains unresolved, please contact our Customer Services team.

You can call us on 00800 9777 7777 or email [cs.uk@cac.mercedes-benz.com](mailto:cs.uk@cac.mercedes-benz.com). Or, if you prefer, you can write to us at Customer Services, Mercedes-Benz UK, Tongwell, Milton Keynes, MK15 8BA.

### **What happens when I contact Customer Services?**

- One of our team will take the lead on your complaint and oversee the review and resolution process
- We'll contact you to confirm your complaint is being reviewed and provide you with a reference number
- In most cases we'll need to speak to your Retailer. We may pass your complaint on to them and at our request, they may contact you
- We aim to resolve all complaints within five working days

### **How can I get an independent review?**

If you still feel your issue is unresolved, you can contact Motor Codes for an independent opinion.

Motor Codes is an Alternative Dispute Resolution (ADR) service. They can offer free, impartial advice for both the New Car Code and the Service and Repair Code.

For further information about these codes, or to discuss your complaints with them, you can visit their website at [www.motorcodes.co.uk](http://www.motorcodes.co.uk) or call their Consumer Advice Line on 0843 910 9000.

