



## Kia Customer Services

PO Box 6426, Milton Keynes, MK1 9HT  
T 0333 202 2990  
W [www.kia.com/uk](http://www.kia.com/uk)

## Kia Motors (UK) Ltd Complaints Policy

Kia Motors (UK) Ltd is dedicated to providing excellent customer service and we welcome your help in our continued effort to improve customer satisfaction.

Our dealers are independent businesses that have a franchise agreement with Kia Motors (UK) Ltd and have been granted a licence to sell Kia products and services. If you have a complaint about the level of service you've received from a Kia dealer or authorised repairer, or dissatisfaction with your vehicle, you should firstly let the selling or repairing dealer know. They're best placed to investigate and resolve your complaint and this is where your contract is based.

Should you feel you haven't been given a satisfactory solution, you can get in touch with our Kia Customer Services team as below:

Telephone	0333 202 2990
Write to	Kia Customer Services, PO Box 6426, Milton Keynes, MK1 9HT
Email	<a href="mailto:enquiries@kiacustomercare.co.uk">enquiries@kiacustomercare.co.uk</a>
Our Opening Hours	Monday to Friday: 8.30am – 7pm Saturday: 9am – 1pm Sunday: Closed We are also closed on the Public and Bank Holidays in England

We'll investigate your concerns and make sure you're provided with a full and complete response.

We're proud to subscribe to The Motor Ombudsman's New Car Code of Practice. If we're unable to resolve your complaint to your satisfaction, we recommend you contact them. They are a CTSI certified Alternative Dispute Resolution (ADR) provider that we are prepared to engage with through the ADR process. You may contact them as below:

Telephone	0345 241 3008
Write to	The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN
Email	<a href="https://www.themotorombudsman.org/consumers/case-creation/submit">https://www.themotorombudsman.org/consumers/case-creation/submit</a>



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### The Code of Practice we abide to:

The '[New Car Code of Practice](#)' sets out the standards with which Kia comply regarding:

- New Cars under manufacturer's warranty
- The terms of the manufacturer's warranty
- Spare parts availability



### The Codes of Practice our dealers abide to:

The '[Service & Repair Code of Practice](#)' which includes:

- Honest and fair services
- Work completed as agreed
- Competent and conscientious staff
- Open and transparent pricing
- Invoices that match quoted prices
- A straightforward complaints procedure



The '[Vehicle Sales Code of Practice](#)' which includes:

- Transparent wording in adverts and pricing
- Vehicle provenance checks when selling a used car
- Test drives
- No pressurising with pushy sales
- Accurate advice on warranty and finance products
- A full vehicle handover with all available historic documentation, service history and valid MOT certificate