



Kia Customer Contact Centre

47 Aylesbury Road, Thame, Oxon, OX9 3PG

T 0333 2022990

W www.kia.com/uk

Kia Motors (UK) Ltd Complaints Policy

Kia Motors (UK) Ltd is dedicated to providing excellent customer service. We'd like you to help us in our continued effort to improve customer satisfaction by telling us about your experience.

If you have a complaint about the level of service you've received from a Kia dealer/authorised repairer, or any dissatisfaction with your vehicle, we want to hear from you. In the first instance, let the selling or repairing dealer know as they're best placed to investigate and resolve your complaint as this is where your contract is based.

Should you feel your supplying dealer/authorised repairer hasn't been able to give you a satisfactory solution, you can get in touch with our Kia Customer Contact Centre by:

Telephone	0333 2022990
Write to	Kia Customer Contact Centre, 47 Aylesbury Road, Thame, Oxon, OX9 3PG
Email	enquiries@kiacustomercare.co.uk
Our Opening Hours	Monday to Friday: 8.30am – 7pm Saturday: 9am – 1pm Sunday: Closed

We'll investigate your concerns and make sure they're resolved as swiftly as possible.

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

Telephone	0345 241 3008
Write to	The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN
Email	Via their website – https://www.themotorombudsman.org/contact