



Our Guide to Handling your Complaint

At Copart we are committed to continually improve the services that we provide to our customers. If our service is not to the quality and standard that you expect, please contact us immediately and we will do our very best to resolve the matter as a priority.

We aim to resolve all complaints quickly and professionally, ensuring that a full detailed investigation is carried out to a satisfactory conclusion.

How to make a complaint:

We understand that making a complaint can be stressful, therefore we want to provide you with the opportunity to raise your concerns to ensure the correct outcome is achieved.

Whichever method you select, a member of team, fully trained in complaint handling, will deal with your complaint immediately and ensure it's escalated to the relevant department.

How to contact us:

you are an Insurance Company or Policy Holder:	If you are a Member/Buyer or Trade seller
Telephone: 01234 765265 option 4	Online: https://support.copart.co.uk/complaints/
Email: complaints@copart.co.uk	Email: crt@copart.com
By letter: 7 Stannard Way, Bedford MK44 3JZ	
Opening hours	Opening hours
8:00 AM to 5:00 PM Monday to Friday	8:00 AM to 5:00 PM Monday to Friday

Next steps:

Stage 1 – Upon receipt of your complaint, an acknowledgment email or letter will be sent to you to confirm your complaint reference number, who is dealing with your complaint and when you will receive further contact. Once we have sent you an acknowledgement letter, we will investigate your complaint fully and confirm in writing to you with our findings. In these cases, we will ensure that you are kept fully updated at all times on our progress. In all cases, we will respond to your complaint within 8 weeks, in line with the deadline set by the Financial Conduct Authority. However, please note that Copart is not regulated by the Financial Conduct Authority.

Stage 2 – The relevant department will commence an investigation. We will ensure that you are kept fully updated at all times on our progress until our investigations are concluded.

Stage 3 – Once we have concluded our investigations, you will receive a final letter with our decision.

If you are unhappy with the outcome

All our complaint handlers are trained and continually monitored on their customer complaint handling skills. Should you not agree with our decision, we'll provide you with details within our final response letter on how to refer your complaint to the Financial Ombudsman Service.