

# Complaints Process

## **Please tell us if you have any cause for a complaint**

We aim to provide a first class service to all our customers. However, there may be occasions when something goes wrong that leaves you disappointed or dissatisfied. If you are unhappy with any aspect of our service, we would like to know. Your comments are important to us; they help us to make changes that will ensure we meet your expectations now and in the future.

## **How to make contact**

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by phone, in person, in writing or by email at the following address:

Motorfix Auto Centre  
Unit 10 Commerce Way  
Walrow Industrial Estate  
Highbridge, Somerset  
TA9 4AG

Phone Number: 01278-238080

E-mail address: motorfixac@hotmail.co.uk

## **Complaints by e-mail**

If you send us a complaint by e-mail, we will usually respond to your e-mail address. However, there may be occasions when we will need to respond to you by post to ensure privacy or where we need to enclose copies of documents, so please provide your full postal address in the email.

## **How we will handle your complaint**

We will try to resolve your complaint immediately and with the minimum of inconvenience to you. The person you initially contact will discuss your complaint and identify with you what we can do to put it right. The more information you can provide, the quicker we can try to resolve your grievance.

Sometimes we will not be able to solve the problem for you straightaway. In such cases, we will send an acknowledgment of your complaint in writing within two working days. On these occasions, we aim to resolve matters within 14 days.

If your complaint is particularly complex, it may take longer to resolve.

If, together, we cannot reach an agreement by the end of eight weeks, we will:

Send you a letter giving you a reason for the delay and an indication of when we expect to provide a resolution

Or Issue a final response letter, which will explain our final position.

If, for whatever reason, you are not satisfied with the outcome of your complaint you should get in touch directly with the person that has handled the matter so far. They will agree the next steps with you.

**If you are still not satisfied you may refer your complaint to our ADR (Alternative Dispute Resolution) provider, which is [The Motor Ombudsman], who will personally investigate the matter.**