



Clerkenwell Motors

14 Warner St
London EC1R 5HA
020 7278 6375

Local business since 1993

*Proprietor: Savo Mrkaic
VAT Reg No: GB 656 6661 01
Company Number: 6073777*

*Opening times
Monday to Friday: 7:30am–6:30pm
Saturday: 9am–2pm; Sunday: Closed*

Complaints Policy and Procedure

Clerkenwell Motors always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

Approach to Complaints

Clerkenwell Motors views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- ✓ To provide a fair complaints procedure, which is clear and easy to use.



- ✓ To publicise the existence of our complaints procedures.
- ✓ To make sure our employees are aware of complaints procedures.
- ✓ To make sure all complaints are investigated fairly and in a timely way.
- ✓ To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- ✓ To gather information which helps us to improve what we do.

Definition of a Complaint

Any expression of dissatisfaction made to Clerkenwell Motors about any of our services or the behaviour/conduct of Clerkenwell Motors employees.

Where Complaints Come From

Complaints may come from any person or organisation using Clerkenwell Motors services, including corporate and individual customers who are our clients or suppliers. Whilst it is preferred that complaints are received in writing, a complaint can be received verbally, by phone, by email or letter.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Clerkenwell Motors Directors/Proprietor.

Review

This policy is reviewed regularly and updated as required.

Publicised Contact Details for Complaints

Written complaints may be posted to Clerkenwell Motors - Directors on the address above, or by e-mail at info@clerkenwellmotors.co.uk.

Verbal complaints may be made by phone to 020 7278 6375 or in person to any of the Clerkenwell Motors senior staff at 14 Warner Street, London EC1R 5HA.



Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person may need to be recorded. The person who receives a phone or in person complaint should:

- ✓ Write down the facts of the complaint.
- ✓ Take the complainant's name, address and telephone number.
- ✓ Note down the relationship of the complainant to Clerkenwell Motors.
- ✓ Tell the complainant that we have a complaints procedure.
- ✓ Tell the complainant what will happen next and how long it will take.
- ✓ Where appropriate and possible, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

Stage One

On receiving a complaint, Clerkenwell Motors employee will acknowledge it to the complainant and record it in the complaints log. An appropriate person will be delegated to investigate the complaint and to take appropriate action. If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint within 5 working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. The complainants should receive a definitive written reply within 10 days.

The reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please



contact 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/membership/whichtrustedtraders/>

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.