



accident repair centres

complaint procedure

Contents

1. Introduction
2. Making a Complaint
 - 2.1. Get in Touch
3. Resolving a Complaint



accident repair centres

1. Introduction

At AW Repair Group, we pride ourselves on providing the best customer service and vehicle repairs possible. However we do know things don't always go right - if you're not happy, let us know. We'll work with you to put things right and we'll always try to use your feedback to improve things where we can. Follow the next steps which details how to make a complaint, if you need to.

The FCA defines a complaint as: 'Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the firm's provision of, or failure to provide, a financial service.'



accident repair centres

2. Making a Complaint

What to do if you're not 100% satisfied with our service:

If you're unhappy with our service or repairs, let us know. We'll do our best to put things right, so you can enjoy your vehicle. If you have a complaint, please contact us via one of the methods below. We are fully committed to addressing all complaints, fully and fairly, and in a reasonable timeframe. We prefer to speak to customers by telephone around their complaints – but if you'd rather be dealt with via email or letter, then please ask.

2.1. Get in Touch

You can contact us one of three ways to raise a complaint, please provide your full name, telephone number and vehicle registration when you contact us.

Contact : Lorren Bristow - Customer Relations

Email : feedback@awrepairgroup.co.uk

Telephone : 01529 411360

Post : Customer Relations Team. AW Repair Group, Commercial Way, Pride Parkway, Sleaford Enterprise Park, Sleaford, Lincolnshire. NG34 8GL



accident repair centres

3. Resolving a Complaint

We will try where we can to resolve any customer service complaints during the initial contact, however we will not be able to do this with vehicle repairs. We will work closely with you to understand your frustrations and rectify any faults raised that are **directly related to the repair that we have been authorised to undertake or as a result of our workmanship**, as all our work is guaranteed.

If your complaint is surrounding our workmanship, we will arrange rectification to be carried out as soon as possible to avoid as much inconvenience as possible. Once we have agreed the course of action we will look to close the complaint with customers authorisation.



accident repair centres