

Complaints Procedure

Complaint received from customer

- Complaint details recorded on log
- Complaint acknowledged. Written complaints acknowledged in writing within 5 working days.
- Investigation made via appropriate Management.

Investigation, Action, Resolution.
Target date for first response not to exceed 4 weeks from the date complaint made.

Complaint resolved?

No
→

- Revise target resolution date so not to exceed 8 weeks from date made.
- Letter sent to customer to advise of extended target

- Letter resolution sent to customer
- Complaint log of updated

- Still unable to resolve**
- Escalate to Compliance Manager for review/final decision
 - Final decision letter sent to Customer
 - Complaint log updated
 - Details of regulator provided to customer**

Objective:
To identify and track progress until resolution of customers' complaint

Procedure:
Outlined in the flowchart on this page

Should you have a complaint, please put it in writing to:

The Customer Relations Manager
Elliotts Vehicle Services Limited
351 Stockport Road
Manchester
M13 0LF

Telephone: Customer Services on
0161 273 2006
Email: queries@elliottscars.o.uk

**Elliotts Vehicle Services Limited is regulated by the Ministry of Justice in respect of regulated claims management activities and our authorization number is [CMI10316]. The Ministry of Justice (MOJ) is the formal regulator of the Compensation Act 2006. The registration is recorded on the website www.claimsregulation.gov.uk. Please note that Elliotts Vehicle Services Limited is only regulated by the Ministry of Justice in relation to claims where the referral of personal injury claims to Solicitors has taken place.