

COMPLAINTS PROCEDURE



If you're not completely happy with our service we'd like to hear about it, that way we can put it right. We do everything we can to make sure our customers get the best products and the best service possible, however, sometimes we may not get things right first time.

We want to:

- Make it easy for you to tell us what went wrong
- Give your complaint the attention it deserves
- Resolve your complaint fairly and without delay
- Make sure you are satisfied with how your complaint was handled

How and where to complain

If you are not satisfied with any aspect of our/product service you can tell us about your complaint in the following ways:

- In person: Island Showroom, St Georges Road, Donnington, TF2 7NQ
- In writing: write to us at the address above, please address your letter to The Complaints Manager
- By Telephone: 01952 677999
- By email: enquiries@formulaonerange.co.uk

How long will it take?

We will aim to resolve your complaint straight away but if we are unable to, we will write to you within 7 business days to tell you:

- Why we have not resolved your complaint
- Who is dealing with your complaint
- When we will contact you again

We will usually resolve your complaint quickly, but if it is complex it may take longer. We will keep you informed on a regular basis but if you need an update please call us on the number above and ask to speak to the person dealing with your complaint.