



Stone-Edge-Batch  
Tickenham  
North Somerset  
BS21 6SE  
01275 852035

## **Customer Complaints Procedure**

At Tickenham Garage we endeavor to effectively complete your service and repair requirements in accordance with our Customer Service Pledge. We also strive to complete the work within the time and cost that was agreed with you when your car was booked in. (Subject to a quotation being requested prior to work being conducted)

If for what ever reason you are not satisfied with the service that you have received and wish to make a complaint or to simply discuss your experience, please contact in the first instance:

**Thomas James**

You may discuss your complaint in person or in writing, whichever you prefer. We can offer a confidential area away from the customer waiting area for you to express your thoughts. We will take every reasonable effort to resolve your complaint as swiftly as possible and to the outcome that is mutually beneficial.

We will acknowledge your complaint within twenty-four hours (24) and endeavor to satisfactorily resolve you complaint/concerns within fourteen days (14).

### **Conciliation and Arbitration Service**

If we are not able to resolve your problem, we offer the services of an independent conciliation and arbitration service through the Retail Motor Industry Federation (RMI) Independent Arbitration Service which shall be made available to you for a period of 3 months from the date of receipt of the complaint.

This service is strictly confidential and the RMI will act as a conciliator between both parties.