



# WHATEVERWHEELS LIMITED

[www.whateverwheels.co.uk](http://www.whateverwheels.co.uk)

VAT Number: GB 979 7800 49

Registered in England No: 7019717

## Complaints Policy of WhateverWheels Limited

Whateverwheels Limited 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 for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Blackburn Motorcycle & Scooter Centre knows what to do if a complaint is received.
- 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

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of WhateverWheels Limited.

### Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in WhateverWheels Limited.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who would use Whateverwheels' Discipline and Grievance policies.

### 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 Managing Director.

### Review

This policy is reviewed regularly and updated as required.

Adopted on: 01/01/2020

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Last reviewed: 01/03/2020

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# Complaints Procedure of WhateverWheels Limited

Publicised Contact Details for Complaints:

Written complaints may be sent to Mr Davis at Whateverwheels Limited, Lower Philips Road, Blackburn, BB15QN or by e-mail at Management@whateverwheels.co.uk.

Verbal complaints may be made by phone to 01254438026 or in person to any member of staff at Whateverwheels Limited..

## 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 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 Blackburn Motorcycle & Scooter Centre
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, 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. For further guidelines about handling verbal complaints, see Appendix 1.

## Resolving Complaints

### Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to Mr Flegg within one week.

On receiving the complaint, the person receives the complaint records it, which then gets forwarded on to the office. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within a week. 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. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, 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.

## Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of that we cannot remedy your complaint to your satisfaction and you may wish to refer your complaint to them.