

# TOTAL MOTOR CARE LTD

## COMPLAINTS POLICY

We are committed to providing a high quality, accessible and responsive service to our customers. One of the ways in which we can continue to improve our service to you is by listening and responding to your comments and complaints.

### **Your comments**

We are always pleased to receive your comments about our work. It is useful for us to know when we have done a good job, as well as when things have not gone as well. This helps us maintain and enhance our service to all our customers.

### **Your complaints**

We hope you will be fully satisfied with the service you receive from Total Motor Care Limited, but if you have a complaint about our service we want to hear from you. We will take your complaint seriously and will address it and respond to it as quickly as possible.

### **How to send your feedback**

You can inform us of your comments or complaints on our service, which we will deal with confidentially by either telephone, online or in writing.

### **By telephone**

Please call 01304 620999

### **Online**

[enquires@totalmotorcare.co.uk](mailto:enquires@totalmotorcare.co.uk)

### **In writing**

Total Motor Care Ltd  
Unit 51  
Sandwich Industrial Estate  
Sandwich  
Kent  
CT13 9LY

### **What we need to know**

To help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with.
- A clear description of the complaint.
- Your full postal address, telephone number and email address if you have one.

### **What happens next?**

We will acknowledge your complaint within two working days and then endeavour to provide an in-depth response once an investigation has taken place.