

ROY WOOD VAN LEASING

Transits • Tipppers • Electric

CUSTOMER SERVICE

Roy Wood Transits are committed to putting our customers first and we strive to deliver excellent customer service every time, which means we very rarely need to adopt a complaints procedure. However, we still think it is vital to have one in place for our customers complete peace of mind.

Whilst the above is our mission, we appreciate that sometimes things can go wrong. It's always our intention to resolve any issues quickly and at the point of initial concern.

We view complaints and feedback as an opportunity to learn and improve our services and products for the future, as well as a chance to put things right.

RESPONDING TO COMPLAINTS

We aim to provide you with an acknowledgement from us within 3 days that your complaint has been received. In acknowledging receipt of your complaint, we will give an indication of how long it will take to reply.

We aim to resolve all complaints as quickly as possible, by identifying options that will satisfy our customer's needs.

We will determine the most appropriate & fair option

With our customer's agreement we will implement resolution and notify parties of action taken, plus we will identify steps to assure that conflict will not recur.

If it is not possible to reach a prompt conclusion, we would aim to provide a full reply within four weeks. However, this may not always be possible, especially if we need to obtain further information or independent specialist industry reports.

If it proves impossible to send a detailed answer to your complaint within the time originally indicated, we will contact you again explaining the reason why and to tell you when you will receive a full response.

If your concern remains unresolved please contact our General Manager using the contact details below, complaints can be made by telephone, email or in writing to :

Roy Wood Transits Ltd
429 Reading Road
Winnersh
Berks
RG41 5HU
Jason Stevens

0118 9790060

jason@roywoodtransits.co.uk

RESOLVING COMPLAINTS

We aim to resolve all our customer complaints internally. Alternatively, we are regulated by the Financial Conduct Authority and have a duty to operate & provide services within the rules determined by them, If, however, you're not satisfied with the final outcome of our complaint's procedure, you may be eligible to refer your complaint to the Financial Ombudsman, details can be found at:

<http://www.financial-ombudsman.org.uk/contact/index.html>

Customers may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at www.bvrla.co.uk or by contacting complaint@bvrla.co.uk

As a consumer, if a non-financial service-related dispute arises that cannot be resolved between us within a reasonable timescale, there is an alternative platform to pursuing through court with trading standards, details can be found at:

<https://www.tradingstandards.uk/about-ctsi/contact-us>

Trading standards will provide you with free impartial advice and Roy Wood Transits are fully committed to any correspondence with them.

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Roy Wood Transits Ltd are authorised and regulated by the Financial Conduct Authority (FRN674729).