

Complaints Policy and Procedure

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

1. The standard of service you should expect from us
2. The behaviour of our staff in delivering that service
3. Any action or lack of action, by our staff or others engaged on commission business

Our policy does not cover complaints about:

1. Comments about our policies or policy decisions
2. Dissatisfaction or complaints expressed with our policies or decisions about individual cases, funding, or requests for legal advice and assistance
3. Matters that have already been fully investigated through this complaints procedure
4. Anonymous complaints
5. Malicious or personal complaints directed at individuals and not about the product or quality of service provided.
6. Third party reporting under any circumstances.

Courtesy and respect

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant. Such situations are rare, however, should they happen, we will cease communication with the complainant immediately in accordance with our vexatious complaints, unreasonable and abusive behaviour policy and will inform the appropriate authorities as necessary.

Any complaints must be made to Frampton Garage immediately and with discretion. All complaints will be logged and dealt with individually and confidentially to come to a resolution that best suits the garage and the customer. Any complaints that are not dealt with discretely will not be taken seriously and the problem will be more difficult to resolve. For example; using social media or family and friends to assist with the situation.

Warranties

Majority of the parts we provide are protected up to one year after fitting, there is no expected time or mileage for the life expectancy of the parts. Should the part fail once fitted within the warranty period, the part will be replaced free of charge.

Some parts may come with an optional additional cost for life-time warranty on the part. This warranty is not transferable once the vehicle has been sold, the warranty will also only cover the cost of the part, the labour will need to be repaid in full.

If the part fails and the warranty period has expired, the work will have to be re-done and paid for in full. Please see our warranty policy for full terms and conditions.

Equality

We will not discriminate nor treat you less favourably than anyone else because of your:

1. Sex or legal marital or same-sex partnership status: this includes family status, responsibility for dependants, and gender including gender reassignment.
2. Sexual Orientation
3. Colour or race this includes ethnic or national origin or nationality
4. Disability
5. Religious or political beliefs or trade union affiliation
6. Any other unjustifiable factors, for example; language, accent, dialect, age, pregnancy or maternity.

Contact us

You can register your complaint by contacting us on the following details below;

Write to us:	Call us:
6 The Causeway	01454 777841
Coalpit Heath	
Bristol	Email us:
BS36 2PD	framptongaragesouthglos@hotmail.com

We aim to respond to your complaint within 48 hours so please be patient with us. Your complaint will be handled promptly and discreetly, and we will come to a resolution that suits both the supplier and customer. You must not accept the resolution we propose if you are not happy that this has been dealt with effectively. Once the complaint has been resolved we will cease communication and any further processes will not be dealt with unless a new complaint has been received. Following a resolution, further discretion is required to enable the complaint to continue to be dealt with as agreed. Failure to do so will invalidate the claim.



Julie Endicott
Director