



## Customer Complaints Policy

At Ayliff's Garage Limited we are committed to providing high-quality service and customer satisfaction. However, we understand that sometimes things may not go as expected. This policy outlines how we handle complaints to ensure they are dealt with fairly, promptly, and effectively.

### 1. How to Make a Complaint

If you are unhappy with any aspect of our service, please let us know as soon as possible. You can contact us in the following ways:

- In person: Speak to a member of the 'Front of House Team' at our garage.
- By phone: 01778424049
- By email: [enquiries@ayliffsgarage.co.uk](mailto:enquiries@ayliffsgarage.co.uk)
- In writing: Ayliff's Garage Ltd, The Slipe, Bourne, PE100DE

Please provide as much detail as possible, including your name, contact details, vehicle registration number, and a clear description of the issue.

### 2. What Happens Next

- We will acknowledge your complaint within 3 working days.
- We aim to investigate and resolve your complaint within 10 working days.
- If the issue is complex or requires more time, we will keep you informed of progress and provide an estimated resolution date.
- If the 'Front of House' team cannot resolve your complaint, they will pass on to either the Administrative Services Manager or the Workshop Manager.

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Z Ayliff	1.7.25

### 3. If You're Not Satisfied

If we are unable to resolve your complaint to your satisfaction, you have the right to refer the matter to The Motor Ombudsman, a government-backed, fully impartial dispute resolution service.

Contact The Motor Ombudsman:

- Website: [www.themotorombudsman.org](http://www.themotorombudsman.org)
- Phone: 0345 241 3008
- Email: [info@tmo-uk.org](mailto:info@tmo-uk.org)

We are accredited to The Motor Ombudsman's Code of Practice and are committed to abiding by their decisions.

### 4. Continuous Improvement

All complaints are logged and reviewed regularly to help us improve our services and prevent similar issues in the future.

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