

Heathcote Auto Services

Complaints Procedure

Our Complaints Handling Policy

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details as soon as possible so we can consider your complaint.

We will always try to resolve any complaints at the time of your original issue to the best of our ability using the information available at the time.

If your complaint is MOT standard related and you feel we are unable to help you then DVSA have a complaints procedure that is available at www.gov.uk/dvsa

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will then fully investigate your complaint.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint within 14 days of sending you the acknowledgement letter.
4. If you do not want a meeting or it is not possible we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Nick Scrivens

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