

## Complaints Policy

At Westmid Vehicles we treat complaints positively and seriously.

We use each complaint to learn something that may be used to improve our business operations, processes and products.

Colleagues take ownership of complaints and issue timely responses that are clear and easy to understand.

Our board receives regular reports on complaints and what causes them to ensure that they can set strategy that takes account of customer expectations.

We train all colleagues to identify complaints and respond to them using our complaints procedures.

We maintain complaints procedures to ensure that we deal with complaints in a consistent and professional manner.

## Using the BVRLA's conciliation service

The BVRLA is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

Please see details from the **European Commission website**

Unresolved disputes may be referred to the BVRLA by either the customer or the member involved, however the member cannot initiate a complaint against the customer.

Details should be submitted by email to: **complaint@bvrla.co.uk**. **Please complete and return our complaint form giving us authority to act on your behalf.**

If the customer does not have access to email, details can be sent by post to:

BVRLA  
River Lodge  
Badminton Court  
Amersham  
HP7 0DD

The BVRLA will aim to resolve the matter using the information presented by both parties to the dispute. Any information requested from the member should be sent to the BVRLA within five

working days. Based on the information available, the BVRLA will provide both parties with its findings and recommendations. The BVRLA aims to resolve complaints through the Conciliation Service within 30 days.

### **What is covered under the Conciliation Service?**

The Conciliation Service will investigate potential breaches of the Codes of Conduct, which sets out the standards the BVRLA expects from its members. The Conciliation Service can only look at matters that relate to disputes arising from the activities of BVRLA members.

Please note that Associate member complaints are not covered by the Conciliation Service as they do not adhere to a BVRLA Code of Conduct.