

Complaints procedure

Complaints Handling Procedure

It is the aim of "SSE Vehicle Management LTD T/A The Vehicle Network" to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint:

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone or in writing and your complaint will be resolved by the appropriate person in the shortest possible time. To help us to investigate and resolve your concerns as quickly as possible, you should in the first instance contact the department with which you have been dealing.

We will try to resolve your complaint immediately; however, sometimes, this may not be possible. In the unlikely event that we are not able to resolve your complaint by the end of the next business day, we will keep you informed of the progress of our investigations and provide our final response in writing providing our findings and the action to then take.

To register a complaint contact us by either:

email info@thevehiclenetwork.co.uk

calling us on 07825 986892

or write to us at 183 Bromsgrove Rd, Halesowen B62 0JU

If you have a regulated contract with us and are not satisfied with our final response, you may be eligible to refer the matter to the Financial Ombudsman Service. You must do this within six months of our final response. When we send you our final response, we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet.

If you have any questions in relation to our Complaints Handling Procedure, please contact us in writing at the address on the contact page of our website.