

Complaints Policy

How to complain

Trusted cars Ltd.'s contact details are available on our website. A complaint may be emailed to chris@trustedcars.co.uk or sent by post to Trusted Cars Ltd. Vitalograph House Maids Moreton Buckingham MK18 1SW. It will help us to deal quickly and fully with your complaint if you can state that you are making a complaint, set out your concern in writing as clearly as possible, and provide your contact details.

What you can expect from us when handling a complaint

Our policy is to take legitimate complaints seriously and deal with them according to the procedures set out in this policy, and once all the facts of the complaint have been sought, a full investigation shall commence handled by a Director of the company.

Copies of investigations shall remain private and confidential, both parties of the complaint will be asked to sign a resolution form once we have agreed a way forward.

Our service standards

We aim to deal with complaints promptly and sensitively and be courteous and helpful at all times. All complaints received will be dealt with confidentially and in accordance with the requirements of the General Data Protection Regulation.

We will keep full and accurate records of all complaints we receive so that we can monitor the types of problems reported to us, the best way to resolve them and how long we are taking to deal with complaints. This also helps us to take a closer look at how we can improve in the future.

If you make a complaint, we will investigate it thoroughly and impartially, without discrimination or prejudice. We aim to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, we may need to take extra time in order to investigate it fully and properly so that, wherever we can, we resolve the issue first time and learn from it and make improvements.

We will ensure that all decisions we make are proportionate, appropriate, and fair given the circumstances of each individual complaint.