

## Complaints Procedure

Customer satisfaction is our priority, however in the unlikely event that you are unhappy with any of our services, it is important to let us know and we will take practical steps to investigate and resolve your complaint.

- We aim to contact you within 24 hours of receiving your complaint, if further investigation is required, we will keep you informed.
- Our complaint resolution timeline is within 5 business days of receipt (except where we have agreed a different timeline with you), where this proves impossible, we will send you a holding letter or email after 5 business days to explain next steps.

### Making a complaint

We strive to ensure all complaints are handled quickly, effectively, fairly and honestly. You can send your complaints to us through the following channels:

- E-mail – [CustomerExperience@drivetech.co.uk](mailto:CustomerExperience@drivetech.co.uk)
- Telephone – **01256 495731 Option 2**
- Web chats and Web forms – [www.drivetech.co.uk](http://www.drivetech.co.uk)
- Social media (inbox) - **Facebook**
- Complaint letters – **Customer Experience Team, 6<sup>th</sup> Floor Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA**
- Post-course surveys
- Sales Managers and Internal Account Managers

### Managing complaints

We have a formal complaints process to reassure all parties that we'll investigate, resolve and learn from our mistakes. We include complaints/feedback within our improvement processes, building on our customer-focused approach.

### Time limits

Complaints should be raised as soon as the event occurs, complaints received more than 3 months later may take longer to resolve as investigations may be impaired by passage of time.

### Investigation and resolution

While we follow set investigative procedures to understand what happened, we do include clients in the process. We interview any staff or witnesses involved, review evidence (e.g. recorded phone-calls) and provide an internal summary report.

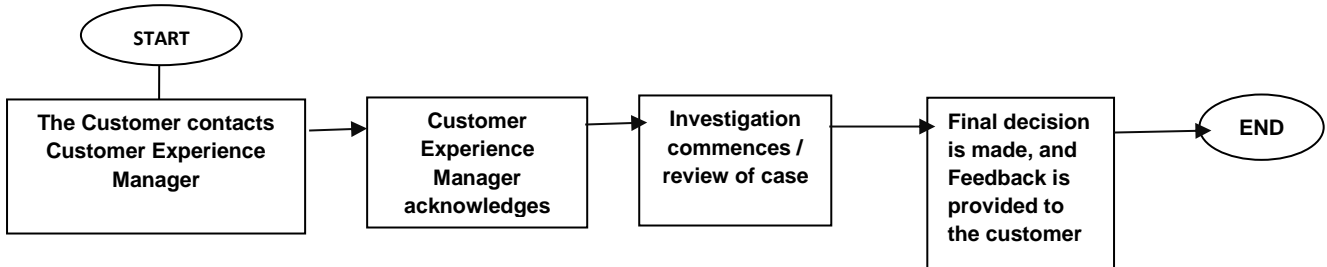
Signed off by management and the compliance team, we then respond to the client with:

- An overview of what happened
- Our resolution
- Explanation of whether the complaint is upheld or not
- Appeal process

### Learning lessons

After each complaint, we identify what went wrong and how to eliminate recurrences. We then work with you to co-create practical improvements.

## Appeal Process



We understand that you may not always be happy with a decision we have made regarding your complaint, if this is the case you can make an appeal by contacting:

[Liam.O'Meara@drivetech.co.uk](mailto:Liam.O'Meara@drivetech.co.uk)

Please allow 10 business days for a review and subsequent communication.