



## The Wheel Specialist

### **TWS Customer Complaints Policy/Procedure**

**The Wheel Specialist takes a great deal of pride in the service we provide and the product we offer. We use our leading technology and customer care skills to deliver outstanding quality and service. We aim to ensure every customer has the best service every time.**

**If you have a complaint about the service we provide please speak to the branch where your work took place.**

We will

- Respond to all written complaints i.e. letters and emails quickly and clearly
- Answer verbal complaints promptly ensuring that enquiries are dealt with courteously and professionally
- Provide clear and straightforward information about our services
- Listen to comments about our services and ensure that if problems occur, steps are taken so that they don't happen again
- Treat you respectfully, considerately and fairly.

**If you feel your complaint still has not been resolved to your satisfaction**

Please contact The Wheel Specialist Head Office by emailing [officetws@twslfc.com](mailto:officetws@twslfc.com) with

- Your invoice or quote number
- A detailed description of events
- Photos of the wheels [if the complaint is regarding the wheel finish] or any other relevant photos if applicable.

Please ensure you do this prior to having any other work done as it would not be possible to investigate any complaint if any other person or company has worked on the wheels/vehicle.

After Head Office has received this information they will acknowledge your email within 48 hours and then if all the information is provided, they will fully investigate your complaint and work towards a satisfactory outcome whilst treating you respectfully, considerately and fairly.