



## Complaints Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### If you have a Complaint

Write to us:

817 - 819 New Hey Road,  
Outlane,  
Huddersfield,  
West Yorkshire,  
HD3 3FG

Email us:

[gerard@macstruckrental.co.uk](mailto:gerard@macstruckrental.co.uk)

Phone us:

01422 557 290

## Complaints Procedure

- We will acknowledge receipt of the complaint by customers preferred method within three working days
- We aim to resolve all complaints as quickly as possible. If it is not possible to reach a prompt conclusion, we will contact the customer with an explanation, and set out expected timescales by which matters should be resolved
- We aim to resolve all our customer complaints internally. If, however, the customer is not satisfied with the final outcome of our complaints procedure, they are able to contact The Financial Ombudsman, details can be found at:  
<http://www.financial-ombudsman.org.uk/contact/index.html>

Non-financial complaints can be directed to Trading Standards

- You may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at [www.bvrla.co.uk](http://www.bvrla.co.uk) or by contacting [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)