



Company Operating Procedure

P & A Wood Complaints Policy

At P & A Wood, we strive to provide exceptional service to our valued customers. However, if you find yourself dissatisfied with any aspect of your experience, we are committed to addressing and resolving your concerns promptly. Please adhere to the following complaints policy:

1. Contact Information:

- To file a complaint, please contact our Customer Service Department via email at enquiries@rolls-roycemotortcars-pawood.co.uk or by phone at 01371 852000.
- Provide your name, contact information, and a detailed description of the issue.

2. Acknowledgment of Complaint:

- Upon receipt of your complaint, we will promptly acknowledge it within 48 hours confirming that we are actively investigating the matter.

3. Investigation and Resolution:

- Our dedicated team will thoroughly investigate your complaint to understand the nature of the issue.
- We aim to provide a resolution within 5 working days, keeping you informed of our progress throughout the process.

4. Communication:

- We commit to maintaining open lines of communication. Regular updates will be provided via your preferred method (email/phone).

5. Escalation Procedure:

- If you are dissatisfied with the initial resolution, you may request escalation. Your concern will be reviewed by a higher-level management team.

6. Customer Feedback:

- Your feedback is valuable to us. After the resolution, we may request your input to enhance our processes and prevent similar issues in the future.

7. Confidentiality:

- All information shared during the complaint process will be treated with utmost confidentiality, adhering to data protection regulations.

8. Record Keeping:

- A record of your complaint, its investigation, and resolution will be maintained for internal review and improvement.

9. Continuous Improvement:

- P & A Wood is committed to learning from every complaint to continually improve our services and customer experience.

We appreciate your cooperation in following this complaints policy, and we assure you that we are dedicated to addressing your concerns with the utmost seriousness and professionalism. Thank you for choosing P & A Wood.