

Griffin Mill Garages Customer Complaints Procedure

We work incredibly hard at Griffin Mill to deliver outstanding customer service, this along with creating great experiences, is what sets us apart from the rest. Griffin Mill was established over 50 years ago by the Griffin family, so we're definitely getting something right for our customers to keep coming back again and again.

That said, we don't always get it right and occasionally, we fall short of some customers expectations. Hopefully you'll see that we genuinely work to resolve any issues promptly to rebuild your faith in Griffin Mills positive customer culture.

Our complaints procedure

Our customer complaints procedure has the following goals:

- Dealing with complaints fairly, effectively and efficiently.
- Ensuring any complaints are handled in a consistent manner throughout.
- Increase and rebuild customer satisfaction
- Understand the root cause of any complaint to ensure we learn and adapt to improve going forward.

If you have a complaint, please contact us with the details. In the first instance please contact the manager within the department and branch relating to your complaint e.g. the Service Manager or Sales Manager.

Peugeot, Kia, Fiat and Abarth. Please contact our Summit Site

- Summit Site: 01443 824416

Nissan, Renault and Dacia. Please Contact our Basecamp site

- Basecamp Site: 01443 824380

Contact details for all departments are available on our website. Alternatively email complaints@griffinmill.co.uk and we will pass your concerns to the relevant department manager.

What will happen next?

Your complaint will be recorded in our complaint management system and the manager dealing with your complaint will look into the details and update you with relevant information and look to resolve the complaint to your satisfaction.

If they are unable to resolve your complaint, then it can be escalated to the General Manager of the branch. The General Manager will look into your concerns and work to resolve them. If necessary, the General Manager will arrange to meet with you and talk through your concerns.

If the General Manager is unable to resolve the matter then you can request this be escalated to a Director who will liaise with the General Manager to reach a final decision.

In the unlikely event where are unable to resolve your issues following an escalated complaint, you have the further option to contact The Motor Ombudsman at the address below. The Motor Ombudsman is the government-backed, self-regulatory body for the motor industry.

The Motor Ombudsman
71 Great Peter Street
London
SW1P 2BN

The following link will take you directly to The Motor Ombudsman “making a complaint” page.

<https://www.themotorombudsman.org/motor-ombudsman/consumers/make-a-complaint>

The Motor Ombudsman will contact us with any details or information necessary and set up a case for your complaint. It will then be managed by them directly.