AFFORDABLE MOBILITY LTD

CUSTOMER COMPLAINTS PROCEDURE

Document reference: AML-POL-CP-001 | Version: 2.0 (Simplified)
Policy owner: Managing Director | Review: Annually

1. Our Commitment

Affordable Mobility Ltd is committed to excellent customer service. When something goes wrong, we aim to put matters right quickly, fairly and professionally. All complaints will be treated seriously and respectfully. No customer will be disadvantaged for making a complaint.

2. Making a Complaint

Customers can complain in person at our Clitheroe or Skipton branches, by telephone on 01200 444254, by email, letter or via our website. Complaints can also be made through an authorised family member, carer or representative.

We will make reasonable adjustments for customers requiring additional assistance.

3. How We Handle Complaints

STEP 1 - RECEIVE AND RECORD: Listen to the concern, record the details and desired outcome, check for safety risks, and allocate a complaint reference. Record the complaint by the next working day.

STEP 2 - ACKNOWLEDGE: Confirm receipt, who is handling the matter and next steps within 2 working days.

STEP 3 - EARLY RESOLUTION: Aim to resolve straightforward complaints within 5 working days, for example by apology, explanation, repair or replacement.

STEP 4 - INVESTIGATE: If unresolved, a manager reviews the facts, records and relevant evidence. Aim to provide a formal response within 10 working days of receiving the complaint. Explain any delay and keep the customer informed.

STEP 5 - MANAGEMENT REVIEW: If dissatisfied, the customer may request review by the Managing Director or another senior manager not involved in the original decision. Aim to respond within 10 working days of the review request. Requests should normally be made within 20 working days of the original outcome; later requests will be considered where reasonable.

STEP 6 - CLOSE AND LEARN: Record the outcome, monitor outstanding corrective actions, ensure safety risks are addressed and identify improvements. A complaint can be closed after a fair completed process even if the customer disagrees.

4. Urgent and Serious Complaints

Equipment safety concerns, serious injury, safeguarding concerns or immediate risk to a customer must be escalated to management immediately. High-priority complaints, including essential mobility equipment failures significantly affecting independence, require same-working-day management review. Take appropriate urgent action to protect the customer.

5. If We Cannot Resolve Your Complaint

If the complaint remains unresolved after our internal procedure, customers may seek independent advice or appropriate external dispute resolution.

Affordable Mobility Ltd has access to the Which? Trusted Traders Alternative Dispute Resolution (ADR) service for eligible domestic installation, servicing, repair and maintenance contracts. Where deadlock has been reached, customers can contact Which? Trusted Traders on 02922 670 040 to check eligibility.

Citizens Advice Consumer Service: 0808 223 1133. Customers retain their statutory rights throughout.

6. Confidentiality and Improvement

Complaint information will be stored securely and handled under our Data Protection Policy. Personal data complaints will also follow applicable statutory requirements. Management will review complaints regularly to identify recurring problems and improve service and staff training.

Approved by: _____ Date: _____

Next review: _____