



# Lamberts Garage

Scoonie Road, Leven , Fife KY8 4SE

Telephone : 01333 423703

Website : [www.lambertford.co.uk](http://www.lambertford.co.uk)

Email : [sales@lambertford.com](mailto:sales@lambertford.com) - [accounts@lambertford.com](mailto:accounts@lambertford.com)

## Procedure for Finance Complainants

Within Lamberts Garage, customer satisfaction and quality service are paramount. However, we recognise that things can go wrong and that customers might sometimes have cause to complain. When they do, and this is the result of something we have done or not done, we are committed to putting things right, as we see all complaints as an opportunity to gain customer feedback and improve our service.

This leaflet sets out the complaints procedure we have established to help ensure that you receive a quick and fair reply from us.

## Our Commitment

We promise to:

investigate your complaint thoroughly and, so far as within our control, promptly;  
keep you informed of progress; and  
do everything we reasonably can to help you.

## How to Contact us

Here is how you can contact us should you have a complaint:

By post: Scoonie Road, Leven, Fife, KY8 4SE

By email: [sales@lambertford.com](mailto:sales@lambertford.com)

By phone: 01333 423703

## When you contact us

Please tell us:

your name and address (including email address if you are happy to communicate in that way);  
your vehicle registration number;  
a phone number where we can contact you if we need to and any times you would prefer us to contact you;  
a clear description of your complaint; and  
what you would like us to do to put things right.

If you have asked someone to act on your behalf in pursuing your complaint, we will need your signed authority before we will be able to deal with them.

## Our Procedure

We will work to resolve all complaints quickly and fairly.

Customer's signature

Print Name

Date