



## Our complaints handling procedures objective is to make sure that complaints are handled fairly and efficiently.

### What counts as a complaint?

A complaint is any contact from, or on behalf of, our customer or who is not satisfied with any part of the Quickline service.

We will not respond to mass lobbying campaigns as it affects the overall service our customers expect from us

### How to make a complaint

We follow a series of steps to enable us to handle your complaint and we will put things right as quickly and effectively as we can.

### What happens after you've made a complaint?

We make effort to resolve your complaint as quickly as possible. Quickline will give you an explanation and an apology for any problems we have caused, and take action to put things right.

## Resolving your complaint

We sometimes get things wrong; please tell us because we're really passionate about putting it right.

### Step one

Contact us in one of the ways listed below and we will try to deal with your problem straight away. A member of our team may call you back or write to you depending on which is the best way to resolve any issue. To help us improve service quality, we may record phone calls from time to time.

- Phone on 01482 247365 8am to 8pm 7 days a week
- Email [support@quickline.co.uk](mailto:support@quickline.co.uk)
- Write to Quickline Support, Unit 3, Priory Court, Saxon Way, Hessle, HU13 9PB

Our Support team are trained to put things right for you straight away.

### Step two

If they can't resolve your problem or if you're still not happy with our explanation you will be referred to or can raise a formal complaint.

Please fill in the form and add as much detail as you can. Our Customer Complaints Team will conduct a full review of your complaint and respond to you within 10 working days of the date you contacted.

If they're unable to resolve your complaint within 10 days they will contact you to let you know what progress they're making.

To access the complaints form, please visit the following link:

[www.quickline.co.uk/complaints](http://www.quickline.co.uk/complaints)

If you are unable to access the internet then you can request a form through one of the following:

- Email [complaints@quickline.co.uk](mailto:complaints@quickline.co.uk)
- Write to Customer Care Manager, Unit 3, Priory Court, Saxon Way, Hessle, HU13 9PB

### Step three

If you're still not satisfied that we've sorted it out, or you're not happy with how we've dealt with things, it will be referred to a Director who will carry out an internal review of the case, they may request additional information from yourself. We'll look into how we've handled your complaint, what advice we've given you and what we've offered to do to see if we should do anything differently.

We will let you know what the outcome of the review is and the reasons for our decision. We will normally take less than ten working days to carry out the review. If we agree to carry out other actions following the review we will let you know how long it is likely to take.

## Learning from complaints

We are committed to continually improving our customer service and we take account of any customer complaints to help with this. We may also ask you for feedback on the service that you have received. If you do have any suggestions or ideas on how we can improve, please let us know.

## Ombudsman Services

If you don't accept the outcome of our internal review the final step is to contact the Ombudsman. If your complaint is less than eight weeks old, we will send you a 'deadlock letter' explaining what to do.

If your complaint is investigated and you decide to accept the Ombudsman decision then the outcome of this is binding on us. The Ombudsman will carry out an independent investigation on your behalf.

As part of resolving your complaint they may ask us to do one or more of the following - apologise, give an explanation, take action to correct things for you, award compensation.

If you have followed the above steps and we have still not resolved your complaint within 8 weeks, or we have sent you a deadlock letter you can contact Ombudsman Services: Communications on 0330 440 1614, visit <http://www.ombudsman-services.org> or write: PO Box 730, Warrington WA4 6WU.

This is an independent service which is free of charge. Any decision reached by the Ombudsman is legally binding on us, but not on you.