



Complaints Handling Procedure

Motor Inspections (a trading style of KBS Venture Management Ltd)

Effective Date: 1st January 2025

We are committed to providing a high standard of service to all our customers. However, if you feel we have fallen short, we want to hear from you so we can put things right and improve our service.

1. How to Make a Complaint

If you are dissatisfied with any aspect of our service, you can raise a complaint by:

Email: info@motorinspections.co.uk

Post:

Motor Inspections

No. 3 Middlemarch Business Park

Siskin Drive

Coventry

CV3 4FJ

To help us deal with your complaint quickly and effectively, please include:

- Your full name and contact details
- The vehicle registration number (if applicable)
- Details of the service provided
- A clear description of the issue
- Any supporting documents or photos

2. What Happens Next?

We will acknowledge your complaint within 3 working days of receipt. Your complaint will be logged and assigned to a senior member of the team for investigation.

We aim to resolve all complaints within 10 working days, but where a longer investigation is required, we will keep you updated regularly.

3. Resolution

Once our investigation is complete, we will respond in writing with:

- A summary of our findings
- Any corrective action we will take
- An apology if appropriate
- Details of any redress or resolution being offered



4. If You're Not Satisfied

If you are unhappy with our final response or the way your complaint has been handled, you may request a further review. Please let us know within 14 days of receiving our final response.

5. External Escalation

If you remain dissatisfied after our internal process, and your complaint relates to the quality of service or conduct of an inspection, you may be able to escalate the matter to:

Motor Ombudsman (if applicable)
www.themotorombudsman.org
0345 241 3008




or

Trading Standards via Citizens Advice Consumer Service
www.citizensadvice.org.uk
0808 223 1133

6. Records and Monitoring

We keep a record of all complaints and use this data to monitor service performance and improve customer experience. All personal information is handled in accordance with our Privacy Policy.

Contact Us

 info@motorinspections.co.uk
 No. 3 Middlemarch Business Park, Siskin Drive, Coventry CV3 4FJ
 www.motorinspections.co.uk