

# Complaints Procedure

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WFL (UK) Limited

**Issued:** 3rd November 2017

Version 1.3

# Introduction

At WFL (UK) Limited we strive to offer excellent customer service at all times.

However, we recognise that on occasions we may not live up to our high standards. To ensure we deal with any concerns you may have as effectively as possible we have produced our Complaints Procedure.

All complaints will be dealt with and investigated in a considered and timely manner. We aim to respond to all complaints within two working days. The information will be handled sensitively and in line with any data protection requirements.

## Aims of our Complaints Procedure

Our Complaints Procedure aims to:

1. Provide a fair and simple process for handling complaints.
2. Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
3. Make sure everyone at WFL (UK) Limited knows what to do if a complaint is received.
4. Make sure all complaints are investigated fairly and in a timely manner.
5. Make sure that complaints are, wherever possible, resolved and that relationships are repaired.
6. Gather information which helps us to improve what we do.

## How to contact us

Post: WFL (UK) Limited, Unit 8, Callow Park, Callow Hill, Brinkworth, Chippenham, Wiltshire. SN15 5FD

Telephone: 01666 510345

Email: [complaintshandling@watsonfuels.co.uk](mailto:complaintshandling@watsonfuels.co.uk)

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

# Scope of our Complaints Procedure

The following brands are covered by this Complaints Procedure:



This policy was last updated 20th February 2018. Version 1.3

Registered office: The Broadgate Tower, 20 Primrose Street, London, EC2A 2RS.

Registered in England and Wales, No. 594001.

Authorised and regulated by the Financial Conduct Authority.

## Step 1

We will always look to resolve your complaint at the first point of contact. The person answering your call will attempt to resolve matters with you whilst you are on the call.

However, if necessary, your complaint will be escalated to a manager.

If a letter, email or customer contact via our website is sent to our head office or a sales depot, the relevant staff member will acknowledge receipt within two working days and aim to resolve your complaint within five working days.

## Step 2

We would like to resolve your complaint at Step 1. However, if you do not receive a satisfactory response then you can raise the issue with our Managing Director, Bob Taylor who can be reached at:

WFL (UK) Ltd  
Lindum House  
Causeway End  
Brinkworth  
Chippenham  
Wiltshire  
SN15 5DN

Or via [complaintshandling@watsonfuels.co.uk](mailto:complaintshandling@watsonfuels.co.uk)

A response will be sent in writing via letter or email to acknowledge the complaint and indicate when you can expect a reply. An internal review team will aim to reach a resolution as soon as possible on the complaint within 30 working days.

## Step 3

If you haven't received a satisfactory response when you have raised the complaint via Step 2 you can contact the Utilities Alternative Dispute Resolution, a division of Consumer Dispute Resolution Limited. They are authorised by the Government under the Alternative Dispute Resolution to provide an independent review of complaints and dispute resolution services. Details on the Utilities ADR can be found at <http://www.utilitiesadr.co.uk> or you can contact them at:

12-14 Walker Avenue  
Stratford Office Village  
Wolverton Mill  
Milton Keynes  
MK12 5TW