

Complaints Procedure

We hope we delivered amazing service, but....

If you believe our service was not good enough, have an idea on how we can improve, or you believe we failed in our obligations to you in any way then please get in touch with us immediately.



Please email us at garage@govehciles.co.uk and please mark the subject line as **Complaint**. Please provide as much information as possible, including your contact details so we can get back to you with our finding and conclusions.

Your complaint will be investigated by a senior manager or director in our business, and we aim to respond to any complaint within five working days of receipt.

If, after we have responded to you, you still feel dissatisfied with our service and/or our response, then please contact our Managing Director by post at GO Vehicle Services, SE41 Gloucestershire Airport, Staverton, Gloucestershire. GL51 6SP. Your complaint, and our response will be reviewed again, and we will contact you within 10 working days with our findings and proposed resolution.

If the steps and processes above have still not resolved your complaint then you are free to escalate the matter to The Motor Ombudsman, with whom we are members.

