



Company registered name: Swifty Scooters Limited Company No: 07232162

Registered address: Unit 4, Rupert Park London Road South Poynton SK12 1PQ, United Kingdom

Registered place: United Kingdom

Contact telephone number: 0161 848 8695

COMPLAINTS PROCEDURE

We at Swifty Scooters take complaints very seriously, we aim to resolve complaints as quickly as possible and to the complete satisfaction of our customers.

Our procedure will explain how we deal with any complaints, what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint, we would like to hear from you. You can contact us directly by telephone on 0161 848 8695 or in writing using the details in the table above and your complaint will be resolved.

Any complaint verbal or written will be referred to the relevant department manager (i.e. the sales manager) and to our general manager. This will happen at the earliest opportunity if the relevant manager is unavailable. We will also:

- Acknowledge the complaint in writing promptly
- Make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep you informed of our progress
- Discuss with you our findings and proposed response

You will receive contact from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.



Advisor or Provider

From time-to-time clients express dissatisfaction to their adviser about the product/provider/manufacture. We will need to establish whether your complaint relates to the advice given, the adviser service or the service or performance of the product/provider/manufacture. If unclear, this must not delay investigation and we will proceed with our own investigation. We will review this matter and take the complaint to the provider/manufacture if appropriate in consultation with you.

Investigation

We will work with the relevant department manager to establish the nature and scope of your complaint.

Holding letter

In situations where we require further time to investigate your complaint, we will issue a holding letter informing you of this, we also advise in this letter that you would have our final response within eight weeks of the date of receipt of your complaint.

Final response

This will set out clearly the firm's decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

Closing a complaint

We will consider a complaint closed when we have made our final response to you. Our intention is always to provide a fair outcome for all parties. This outcome does not affect your legal statutory rights.