

# Complaints Procedure

At **Automad Ltd**, we are committed to providing a high level of customer service. If you are unhappy with any aspect of your experience, we encourage you to let us know so we can resolve the matter promptly.

## 1. How to Make a Complaint

Please contact us directly with details of your complaint. Include your name, contact details, vehicle registration (if applicable), and a clear description of the issue.

## 2. Our Response

We will acknowledge your complaint as soon as possible and aim to provide a full response within a reasonable timeframe.

## 3. Resolution

We will investigate your complaint fairly and work with you to reach a satisfactory resolution.

## 4. Further Action

If you are not satisfied with our response, you may be entitled to escalate your complaint in line with applicable UK consumer regulations.

This procedure does not affect your statutory rights.