



VDL Equipment UK Ltd
Riverside Industrial Estate
Dodsworth Street
Darlington
DL1 2NQ
T: 01325 775222

VDL Equipment UK Ltd Complaints Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a Complaint Write to us:

VDL Equipment UK Ltd
Riverside Industrial Estate, Dodsworth Street, Darlington, DL1 2NQ

Email us: sales@vdl-equipmentuk.co.uk **Phone us:** 01325 775222

Complaints Procedure

- We will acknowledge receipt of the complaint via the customers customer-preferred method within three working days
- We aim to resolve all complaints as quickly as possible. If it is not possible to reach a prompt conclusion, we will contact the customer with an explanation and set out expected timescales by which matters should be resolved.
- We aim to resolve all our customer complaints internally. If, however, the customer is not satisfied with the final outcome of our complaints procedure, they can contact The Financial Ombudsman.

Details can be found at: www.financial-ombudsman.org.uk/contact/index.html

Non-financial complaints can be directed to Trading Standards