

BeltTech Yorkshire LTD – Complaints Procedure

Introduction

At BeltTech Yorkshire LTD, we aim to provide a professional and high-quality service at all times. If you are dissatisfied with any aspect of the service provided, we ask that all concerns are raised in accordance with the following procedure to allow us the opportunity to investigate and resolve the matter fairly and efficiently.

1. Submitting a Complaint

All complaints must be submitted in writing via email, WhatsApp, or another agreed written format. Complaints made solely by telephone or verbal conversation will not be considered formal notification of a dispute. Complaints should include your full name, vehicle registration, invoice number where available, details of work carried out, a clear description of the issue, and any supporting evidence where applicable.

2. Acknowledgement of Complaint

Once received, your complaint will be logged and acknowledged. BeltTech Yorkshire LTD aims to acknowledge complaints within 1 working day.

3. Investigation Process

BeltTech Yorkshire LTD reserves the right to inspect and assess any alleged issue before liability is considered. In accordance with our Terms & Conditions and the Consumer Rights Act 2015, we must be provided with a reasonable opportunity to inspect, diagnose, and where appropriate rectify any issue relating to work carried out.

4. Third-Party Repairs

No liability will be accepted for repairs, diagnosis, or work carried out by third parties unless BeltTech Yorkshire LTD has first been given the opportunity to inspect and respond to the complaint. Any unauthorised third-party work may invalidate any related claim.

5. Resolution

Following investigation, a written response will be provided outlining our findings, any proposed remedial action, whether the complaint is accepted, partially accepted, or rejected, and any further steps required.

6. Refund Requests

BeltTech Yorkshire LTD reserves the right to inspect and rectify any issue before any refund is considered. Full refunds will not be issued for minor or rectifiable concerns where a reasonable opportunity to repair has not been provided.

7. Communication Standards

All communication must remain respectful and professional. Abusive, threatening, or harassing behaviour towards staff will not be tolerated and communication may be restricted to written correspondence only.

8. Final Outcome

Once investigation and any agreed remedial work have been completed, the complaint will be considered closed and a written final response will be provided.

Contact Information

BeltTech Yorkshire LTD
Website: www.belttechyorkshireltd.co.uk
Telephone: 07518264743