

## **Complaints Procedure – Kudos Mobility Group**

### **How to make a complaint**

We will aim to resolve your complaint at the first opportunity, but whenever this is not possible Kudos Mobility Group Limited has a 3 stage complaints procedure.

**Stage 1** - The first step is to contact our Client Focus Team, your account will be managed by one individual, this is who in the first instance looks after your account with us. Tell them the problem and they will try and resolve it for you. In many cases they will deal with your complaint instantly.

If this does not happen, you can make a complaint by contacting the Client Focus Manager, the Client Focus Manager is responsible for compliance to our company policies and procedures and those set out by the BHTA. Once your complaint has been recorded, a response will be sent within 15 working days.

**Stage 2** - If you are not satisfied with the response you received at Stage 1, you should write to the Client Focus Manager and explain why. The response you received at Stage 1 will explain how to do this. The Client Focus Manager will then consider your complaint and make a decision whether it will be recorded at Stage 2.

If your complaint is recorded at Stage 2, a senior member of staff (Director level) will then investigate your complaint and a response will be sent within 20 working days. If your complaint is not recorded at Stage 2, the Client Focus team will explain why.

**Stage 3** - If you are still not satisfied with the response you received at Stage 2, you should write to the Commercial Director and explain why. Your complaint will be dealt with at director level, handled by the Commercial Director on behalf of the Managing Director & Chief Executive. The response you received at Stage 2 will explain how to do this.

The Commercial Director will then consider your complaint and make a decision whether it will be recorded at Stage 3. If your complaint is recorded at Stage 3, the Commercial Director will investigate your complaint and a response will be sent within 20 working days. If your complaint is not recorded at Stage 3, the Commercial Director will explain why.

### **The Client Focus Team**

If you would like to contact the Client Focus Team, you can write to: Client Focus Team, Kudos Mobility Group Limited, Pod Business Centre, Harris Way, Sunbury on Thames, Middlesex TW16 7EL. Alternatively, you can telephone: 0203 326 5841, or email: [clientfocus@kudosmobilitygroup.co.uk](mailto:clientfocus@kudosmobilitygroup.co.uk)

### **Ombudsman Services**

As a Which? Trusted Trader we have a range of support services available to us and our customers. One of these services is access to an independent Alternative Dispute Resolution (ADR) service, which enables our customers to seek an impartial review of a complaint in the unlikely event that we are unable to resolve it between ourselves. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted Traders in the first instance on 0117 981 2929.