

RAMP Complaints Process

These are the steps we take to handle complaints.

Our Commitment to You

At RAMP, our aim is to provide you with excellent customer service. From time to time, we may fail to meet your expectations, mistakes can happen. When they do, we will try to put things right as quickly as possible.

This page tells you about how we deal with any complaints you may have and aims to demonstrate our commitment to customer service.

If you have a Complaint

We define a complaint as any expression of dissatisfaction, whether oral, or written and whether justified or not.

Your complaint will be taken seriously, and we will make every effort to resolve the problem.

To help us deal with your complaint as speedily as possible it would be helpful if you could provide us with as much information as possible about the issue(s) you are facing at an early stage.

You can notify us of your complaint through the following channels:

By website: <https://www.ramplimited.co.uk/contact-us>

By e-mail: customer_care@ramplimited.co.uk

By post: Customer Care Department Team, Repair and Maintenance Plans Limited, 21 Commerce Road, Lynch Wood, Peterborough, PE2 6LR

By phone: 0330 0947 230

What happens if your complaint cannot be resolved right away in the organisation?

There may be times when we need to carry out further investigations and will not be able to resolve your complaint straight away.

Once your complaint is received, it will be investigated and dealt with in the following way:

- We will acknowledge your complaint promptly and within a maximum of 5 working days to confirm receipt of your concerns.

- We will aim to provide you with regular communication throughout the complaint investigation.
- In the unlikely event that your complaint has not been resolved at an earlier stage we will write to you with a final response within 8 weeks of receiving your initial complaint.

If you are still dissatisfied?

If you wish to pursue your complaint further, you can contact the Motor Ombudsmen Service (MOS) within six months of your final response. However, you will need to check that your complaint falls within its terms of reference.

The MOS is there to act as an impartial adjudicator. You can find out more about their service in the following ways:

Online: www.TheMotorOmbudsman.org;

or in writing to

Address: The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN

None of the above affects any right to legal action.