



Alfred Bekker Mobility

Handling Customer Complaints

We acknowledge all complaints promptly and provide an estimated resolution timeframe. Our goal is to address issues quickly by investigating the matter through discussions with involved staff and reviewing relevant records. In some cases, we may need assistance from a third party, or a staff member may be unavailable. If we are unable to resolve the complaint within 10 working days, we will keep you informed of the delay and the reasons for it.

Day-to-Day, Informally

We aim to resolve most customer queries simply, informally, and quickly on a day-to-day basis. If you have any questions or concerns, please raise them with the dealership. This could be the Sales team who assisted with the purchase of your vehicle or the aftersales Advisor managing your vehicle's service or repair. The sooner we know, the sooner we can put things right.

Discuss this with a manager

If a query cannot be resolved despite everyone's best efforts, please ask for the relevant Manager. They will listen to your concerns and try their utmost to resolve the issue. Depending on the situation, they may need to seek further guidance or authority from Senior Management, but our main aim is to get a solution as quickly as possible.

Senior Management

If you feel the need to escalate the matter further after speaking with the Department Manager, our Senior Management team is very helpful and would be happy to speak with you directly to resolve any issues.

How to Contact Us

In Writing:

Alfred Bekker api

Anderson Road

Goole

DN146UD

Telephone: 01377241700

Email: info@alfredbekker.com



Information We Require

To help with your complaint effectively, please provide the following information:

- Your Name and Contact Details
- Vehicle Registration, Make, and Model (if applicable)
- A detailed explanation of your complaint, including dates and times were known
- Any supporting documents (if available)
- Information about which members of our team you have already dealt with

The outcome of each centrally recorded concern is reviewed by HR and/or the Director, General Manager, Sales Manager or Operations Manager (on a weekly rota).