



Drivetechnology Complaints Procedure

Customer satisfaction is our priority, however in the unlikely event that you are unhappy with any of our services, it is important to let us know, and we will take practical steps to investigate and resolve your complaint.

We will acknowledge receipt of your complaint within 24 hours of receiving it.

Our complaint resolution timeline is within 5 business days of receipt (except where we have agreed a different timeline with you), where this proves impossible, we will send you a holding letter or email after 5 business days to explain next steps.

How can I raise a complaint?

We strive to ensure all complaints are handled quickly, effectively, fairly, and honestly.

You can send your complaints to us through the following channels:

- E-mail – CustomerExperience@drivetechnology.co.uk
- Telephone – 0344 264 6323 – option 3
- Post – Customer Experience Team, Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA

What can I expect after I have raised a complaint?

Complaints should be raised as soon as the event occurs. Complaints received more than 3 months later may take longer to resolve as investigations may be impaired by passage of time.

Upon receipt of your complaint, we will formally log your concerns which will generate a Complaint Reference number. We may contact you to gather further information, to ensure that we have a full understanding of circumstances surrounding your complaint.

We have a formal complaints process that we follow to investigate, resolve, and learn from our mistakes. We include complaints and feedback when looking to improve our processes, building on our customer-focused approach.

Our complaint resolution timeline is within 5 business days of receipt (except where we have agreed a different timeline with you), where this proves impossible, we will send you a holding letter or email after 5 business days to explain next steps.



How can I appeal the complaint resolution?

We understand that you may not always be happy with a decision we have made regarding your complaint, if this is the case you can make an appeal by contacting complaintsappeals@drivetech.co.uk. Please allow 10 business days for a review and subsequent communication