



## What to do if we don't get it right.

Fowlers puts first class service and commitment to our customers at the heart of what we do. We do, however, recognize that we may occasionally fail to get it right first time. If for any reason, your expectations are not met, whether for reasons of the quality of a product or our customer service, we would like you to tell us about it. Your feedback provides us with an opportunity to explain, correct any mistakes and apologise to you. It also helps us to improve our overall service and products for the future.

## Who do you contact?

If you are **in the dealership**, all of our colleagues have been provided with the necessary training to enable them to help you. If, however, an individual member of staff is unable to resolve your query, please ask to speak to his/her manager or supervisor, who will be able to offer further assistance.

If your business is being conducted **via the telephone**, please discuss your concerns with the call handler. If you feel your query has not been resolved, please ask to speak to the manager concerned. You will be able to contact any department or individual via our main switchboard number **0117 977 0466**, which is open between 9am and 6pm from Monday to Friday inclusive.

If your transaction is **on-line**, you can email us at **customercare@fowlers.co.uk** or click on the "Contact us" button on our website **www.fowlers.co.uk** and complete the on-line form.

If you prefer to put your concerns **in writing**, please address your letter to:

**Customer Relationship Manager  
Fowlers of Bristol Limited  
2-12 Bath Road, Bristol  
BS4 3DR**

## How do you escalate a complaint?

Every effort will be made to resolve your complaint in a fair and timely manner. If, after speaking to a departmental manager, you feel your complaint hasn't been resolved satisfactorily, the next step is to contact our Customer Relationship Manager using the method of your choice:

- **Call direct on 0117 972 5551**
- **Email [crm@fowlers.co.uk](mailto:crm@fowlers.co.uk)**
- **Write to the Customer Relationship Manager at the above address.**

**Thank you for your feedback.**