

WCF Complaints Procedure

WCF is committed to listening to the views of our customers and welcomes feedback whether positive or negative. This complaints procedure sets out what you can expect to happen when you make a complaint to WCF Fuels.

WCF seeks to:

- Give you an effective way of raising your complaint;
- Acknowledge any formal complaint in writing;
- Resolve your complaints quickly, sensitively and effectively;
- Deal with your complaints fairly, consistently and in a timely manner; and
- Resolve the complaint to your satisfaction such that you will continue to do business with us in the future.

Please note that if the nature of your complaint is for property damage or in respect of product contamination or spillage, it may be required to be dealt with by our insurers NFU Mutual.

It is your responsibility is to:

- Raise your concerns promptly and directly, preferably to the driver at the time of delivery;
- Bring your complaint, verbally or in writing, to our attention normally within 2 days of the issue arising if we were unable to resolve it at the point of delivery;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Provide us with copies of any supporting documentation or photographic evidence;
- Allow us a reasonable time to deal with the matter; and
- Recognise that some circumstances may be beyond our control.

How we handle complaints:

- If you contact us with a complaint we'll do our best to resolve it immediately;
- If this isn't possible, we'll write to you within a maximum of 5 working days; and
- If the complaint is complicated and we need more time to investigate, we'll send you an update within 30 working days.

Complaints Procedure

Stage 1

All complaints should be dealt with in the first instance informally and verbally by telephoning our customer service department on 01524 733669. The representative will log the nature of your complaint on your customer record and seek to resolve with you at the time of the call.

If you have been unable to resolve the issue informally, you should write to our General Manager via e-mail on lynn.casson@wcfnw.co.uk or in writing at WCF Fuels North West, Station Goods Yard, Warton Road, Carnforth, Lancs, LA5 9EU.

In your letter you should set out the details of your complaint, any supporting documentation or photographic evidence, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged in writing within 5 working days of receipt. You should get a written response and an explanation within 30 working days.

Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. We believe it is important that all complaints are investigated properly and all facts be taken into account before a response is given or a remedy proposed. This may involve interviewing staff, retrieving information from our computer systems, visiting a site or location or involving specialist third parties. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected.

Any in-house investigation will usually be at no cost or no charge to you unless you require the use of third parties or copies of documents, in which case the appropriate charge will be discussed and agreed with you in advance.

Stage 2

If you are not satisfied with the initial response to your complaint then you can write to the Managing Director of WCF at Crawhall, Brampton, Cumbria, CA8 1TN and ask for your complaint and the response to be reviewed. In this letter you should state why you are still unhappy. You can expect the Managing Director to acknowledge your request within 5 working days of receipt and provide a full and final response from the company within 30 working days.

Final Stage

If you are not satisfied with the subsequent reply from our Managing Director, then you have the option of writing to our trade association the Federation of Petroleum Suppliers (FPS) at 6 Royal Court, Tatton Street, Knutsford, Cheshire, WA16 6EN. Information regarding the process, time frame and fee structure for the FPS complaint process can be found at www.oilsave.org.uk.

The FPS will notify both parties in writing of the outcome of its investigation, its decisions and the reasons for reaching those decisions. FPS member bodies agree to comply with any award and/or direction made by the FPS.

You also have the option of referring to Trading Standards, your local Citizens Advice Bureau or pursuing a claim through the civil courts at any point in the process.

We welcome your comments, at any stage during the process, of improvements that can be made to our procedure for handling customer complaints.