

# Complaints Policy for Orbitkey Limited

At Orbitkey Limited, we strive to provide exceptional service to all our customers. However, we understand that there may be occasions where you may not be fully satisfied with your experience. We take all complaints seriously and are committed to addressing them promptly and effectively. Please find below our complaints policy:

## Complaints Procedure:

Customers who wish to make a complaint can do so by contacting our Customer Service Department either in person, by phone (01993 842060), or via email (orbitkey@hotmail.co.uk). Upon receiving a complaint, we will aim to acknowledge it within 24 hours during weekdays and within 48 hours if received over the weekend. We will thoroughly investigate all complaints to understand the issues raised and the circumstances surrounding them.

## Resolution:

Our aim is to resolve complaints as quickly as possible and to the satisfaction of our customers. Depending on the nature of the complaint, resolution times may vary, but we endeavor to resolve all complaints within 8 weeks. We will keep the complainant informed of the progress and any actions taken during the investigation and resolution process.

## Escalation:

If a customer is not satisfied with the initial response or resolution provided, they may request escalation to a manager or senior member of staff. We will ensure that complaints are escalated appropriately and handled by individuals with the authority and expertise to address them effectively.

## Feedback and Follow-Up:

Following the resolution of a complaint, we may seek feedback from the customer to ensure that they are satisfied with the outcome and to identify any areas for improvement. We will use feedback received to continually enhance our processes and services.

## Confidentiality:

All complaints will be handled with the utmost confidentiality, and personal information will only be used for the purpose of investigating and resolving the complaint.

## Recording and Reporting:

We will maintain records of all complaints received, including details of the nature of the complaint, actions taken, and resolutions provided. Periodic reports on complaints and their resolutions will be reviewed by management to identify trends and areas for improvement.

Orbitkey Limited is committed to providing excellent customer service, and we appreciate your feedback. If you have any questions or concerns regarding our complaints policy, please do not hesitate to contact us.

This complaints policy is subject to periodic review and updates to ensure its effectiveness and compliance with relevant regulations and best practices.

**\*\* We will ensure that we will forward on all complaints to the relevant lender relating to a financed vehicle or where the lender is the principal handler in whole or in part. We will also keep them up together with the development and investigation of the complaint.**