

Our Commitment to 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 your main point of contact at the dealership. This could be the Sales Executive who assisted with the purchase of your vehicle or the Service Advisor managing your vehicle's service or repair. If something is troubling you, we want to know.

Speak to a Manager

If a query cannot be resolved despite everyone's best efforts, please ask for the Department Manager. They will listen to your concerns and do their best to resolve the issue. Depending on the nature of the query, they may need to seek further guidance or authority from Senior Management, but our focus will always be on resolving issues 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 approachable and would be happy to speak with you directly to resolve any issues.

How to Contact Us

In Writing:

McElmeel Mobility Services Ltd,
15 Ballyscandal Road, Armagh
Northern Ireland, BT61 8BL

Telephone:

+44(0)2837525333

Email:

info@mobility-services.com

Information We Require

To help us address 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 where 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).