



How Wagonex handles complaints

We aim to treat our customers fairly at all times, especially when they are not happy or feel they have cause for complaint. We take all complaints very seriously.

Any complaint, whether made in writing or verbally, is immediately referred to our operations team and is formally recorded.

If your complaint is about another party - for example, one of our suppliers - we will forward the details of your complaint on to the third party, and confirm in writing to you that we have done this. We will also provide you with contact details of the third party to whom your complaint has been passed.

How to Complain:

You can send us a complaint by emailing Complaints@wagonex.com, by calling us on 020 300 20976, or in writing, our address is: Tramshed, Pendyris St, Cardiff CF11 6BH.

As soon as a complaint is received:

We aim to resolve your complaint within three working days of receipt. Following the resolution of a complaint within three working days, a summary of your complaint will be sent to you in writing.

If we are unable to resolve your complaint within three working days, you will receive a formal acknowledgement of your complaint within five working days. This acknowledgement will contain our understanding of the complaint.

After we have investigated your complaint:

As soon as we have completed our investigation, we will write to you to notify you of the outcome and, if applicable, the nature and terms of any settlement and any remedial action we have taken.

Our email or letter will also advise you that if you are not satisfied with the outcome you may be able to refer the matter to the Financial Ombudsman Service. The Financial Ombudsman may be contacted by:

Email: complaint.info@financial-ombudsman.org.uk

Post: Exchange Tower, London, E14 9SR

Web: <https://www.financial-ombudsman.org.uk/default.htm>

If you wish to refer the matter to the Financial Ombudsman, you must do so within six months from the date of our final response.

If we cannot resolve the complaint within four weeks:

If for any reason we are unable to complete our investigation within four weeks of receiving your complaint, we will write to you again explaining the reason for the delay and giving you a date by which our customer support team expects to be able to conclude the investigation.

If we cannot resolve the complaint within eight weeks:

If, for any reason, our investigation is not completed within eight weeks, we will write to you again informing you of the reasons for the further delay and advising that if you are not satisfied with our progress you may refer your complaint to the Financial Ombudsman Service.

In these circumstances, you should contact the Ombudsman within six months or they may refuse to deal with your complaint.

Toby Kernon

CEO & Founder

Reviewed: May 2021

This policy will be reviewed on a regular basis to evaluate continued relevance.

Updated 21-07-21