

# Complaints Policy

Parts Plus Panels Limited trading as Plus Hire Assist

## 1. Our Commitment

Parts Plus Panels Limited (trading as Plus Hire Assist) is committed to providing a high standard of service. We value feedback and take complaints seriously. This policy explains how clients can raise a complaint and how we will handle it fairly, transparently, and promptly.

If you wish to make a complaint about a solicitor involved in your claim, this should be raised directly with that solicitor using their own complaints handling procedure.

As Plus Hire Assist does not investigate or determine complaints relating to the conduct or service of solicitors, any such correspondence received by us will be forwarded to the relevant solicitor for their direct consideration and response.

## 2. What is a Complaint?

A complaint is any expression of dissatisfaction about our services, or the way we have handled a matter, where a response or resolution is expected.

## 3. How to Make a Complaint

Complaints should be submitted as soon as possible after the issue arises and must include sufficient detail to allow us to investigate.

Complaints can be made by:

- **Email:** info@plushire.com
- **Post:**  
Complaints Handling  
Parts Plus Panels Limited  
Goodlass House, Goodlass Road, Liverpool L24 9HJ

Please include:

- Your full name and contact details
- Reference numbers (if applicable)
- A clear description of the issue
- Copies of any relevant supporting documents

## 4. Complaint Handling Process

### Acknowledgement

We will acknowledge receipt of your complaint within 5 working days.

### Investigation

Your complaint will be reviewed objectively and investigated by a member of staff who has not been directly involved in the matter where possible.

We may contact you to request further information or clarification.

### Response

We aim to provide a full written response within 8 weeks of acknowledging your complaint. If we are unable to meet this timeframe, we will explain why and provide an updated response date.

## 5. Final Response

Our written response will set out:

- Our findings
- Any actions we propose to take
- Whether the complaint is upheld, partially upheld, or not upheld

This response will constitute our final position unless new and material evidence is provided.

## 6. Escalation Options

Parts Plus Panels Limited is not a regulated business, and therefore complaints cannot be referred to an ombudsman or regulatory body.

If you remain dissatisfied after receiving our final response, you may consider the following options:

- Seeking independent legal advice
- Using Alternative Dispute Resolution (ADR) where both parties agree

# Complaints Policy

Parts Plus Panels Limited trading as Plus Hire Assist

- Pursuing a claim through the civil courts (including the Small Claims Court, where applicable)

## 7. Alternative Dispute Resolution (ADR)

We are not currently a member of a formal ADR scheme. However, we may consider ADR on a case-by-case basis where it is appropriate and proportionate.

We are not obliged to agree to ADR.

## 8. Time Limits

Complaints should normally be raised within 6 months of the issue occurring or becoming known. Complaints submitted outside this timeframe may not be investigated unless there are exceptional circumstances.

## 9. Data Protection

All complaints are handled in accordance with UK data protection legislation. Information provided will be used solely for the purpose of investigating and responding to the complaint.

## 10. Policy Review

This policy is reviewed periodically and may be updated to reflect changes in legislation or business practices.