

# Complaints Procedure

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WFL (UK) Limited

**Issued:** April 2021

**Version 1.5**

## Introduction

At WFL (UK) Limited we strive to offer excellent customer service to all customers, at all times. However, we recognise that on occasions we may not live up to our high standards.

To ensure we deal with any concerns you may have as effectively as possible we have produced our Complaints Procedure.

All complaints will be dealt with and investigated in a considered and timely manner. The information will be handled sensitively and in line with any data protection requirements.

## Aims of our complaints procedure

Our Complaints Procedure aims to:

1. Provide a fair and simple complaints procedure.
2. Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
3. Make sure everyone in our business knows what to do if a complaint is received.
4. Make sure all complaints are investigated fairly and in a timely manner.
5. Make sure that complaints are, wherever possible, resolved and that relationships are repaired.
6. Gather information which helps us to improve what we do.

## How to contact us

**Via post:**

WFL (UK) Limited, Lindum House, Causeway End, Brinkworth, Chippenham, Wiltshire. SN15 5DN

**Via telephone:**

01666 510345

**Via email:**

[complaintshandling@watsonfuels.co.uk](mailto:complaintshandling@watsonfuels.co.uk)

**Through our website:**

[www.watsonfuels.co.uk](http://www.watsonfuels.co.uk)

WFL (UK) Limited. Registered in England and Wales, No. 594001. Registered office: Registered office: 1 Blossom Yard, Fourth Floor, London, E1 6RS.

## Scope of our complaints procedure

The following WFL (UK) Limited brands are covered by this complaints procedure:



Watson Fuels is our primary brand for land fuels in the UK, and covers the vast majority of our activity for domestic, commercial and agricultural customers.



For our UK Wholesale Land Fuel and Specialist Fuel operations, we operate under the World Fuel Services brand. WFL (UK) Limited is a wholly-owned subsidiary of World Fuel Services.

## Our complaints procedure

### Step 1

We will always look to resolve your complaint at the first point of contact. The person answering your call will attempt to resolve matters with you whilst you are on the phone.

However, if necessary, your complaint will be escalated to a manager.

If a letter, email or customer contact form via our website is sent to our head office or a sales depot, the relevant staff member will aim to acknowledge receipt within two working days and aim to resolve your complaint within five working days.

### Step 2

We would like to resolve your complaint at Step 1. However, if you do not receive a satisfactory response then you can raise the issue with our Vice President, who can be reached

Via post:

Claire Bishop  
WFL (UK) Limited  
Lindum House  
Causeway End  
Brinkworth  
Chippenham  
Wiltshire SN15 5DN

Via email:

[complaintshandling@watsonfuels.co.uk](mailto:complaintshandling@watsonfuels.co.uk)

A response will be sent in writing via letter or email to acknowledge the complaint and indicate when you can expect a reply. An internal review team will aim to reach a resolution on the complaint within 30 working days.

### Step 3

If you haven't received a satisfactory response when you have raised the complaint via Step 2 you can contact the Utilities Alternative Dispute Resolution, a division of Consumer Dispute Resolution Limited. They are authorised by the Government under the Alternative Dispute Resolution to provide an independent review of complaints and dispute resolution services.

Details on the Utilities ADR can be found at [www.utilitiesadr.co.uk](http://www.utilitiesadr.co.uk) or you can contact them via post:

Alternative Dispute Resolution  
12-14 Walker Avenue  
Stratford Office Village  
Wolverton Mill  
Milton Keynes  
MK12 5TW