

Our complaints policy

Fussell Wadman are committed to providing a quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us at info@fussellwadman.co.uk with the details and any supporting documentation. If you do not have an email account a letter can be sent to Fussell Wadman, Hopton Road, Devizes SN102EU.

What will happen next?

1. Fussell Wadman dealer principal will send you a letter/email acknowledging receipt of your complaint within three working days of receiving it.
2. We will then investigate your complaint with the relevant departmental manager.
3. The manager will then contact you directly to discuss and hopefully resolve your complaint.
4. At this stage, if you are still not satisfied, you should contact us again and we will escalate and review appropriate alternative solutions.

If we cannot resolve your complaint within 8 weeks, you may refer your dispute to the Financial Ombudsman Service. This service is free to use. Their consumer helpline is available on 0800 023 4567 or 0300 123 9123 or you can visit their website at www.financial-ombudsman.org.uk

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