

COMPLAINTS POLICY

At Dover Garage we aim to provide the highest customer service that is possible to meet our customers' needs.

However, if you are unhappy with the service you have received, please report your complaint in writing with as much details as possible to our general manager by either the email address below or by post to our Dealership address.

Email:- enquires@dovergarage.co.uk

Post:-
Dover Garage (Ash) Ltd
Guildford Road
Ash
Aldershot
Hampshire
GU12 6BQ

All complaints will be taken seriously and will be logged. You will receive an initial response within 3 business days.

We will aim to investigate your complaint thoroughly and give you a reply within 10 business days detailing the next steps.

We will do our best to resolve any complaints quickly and fairly, considering all the information available to us.