

NORTHGATE

Customer Care Policy



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Northgate Vehicle Hire is committed to providing professional and courteous service at all times and ensuring that our customers are treated fairly. But we do understand that things can go wrong. If you have feedback or a complaint, please get in touch.

Customer feedback is important to us. We'll use it to improve the service we provide.

Getting in touch

If you would like to leave feedback or there is something that you are not happy with, you can get in touch:

By telephone:

In the first instance, contact the Customer Services team on **0330 0430 001**. If we need to investigate your concern, we will endeavour to give you an update within 48 hours. If you are not satisfied with the help given, you may ask to speak with a Customer Services Team Manager.

In writing:

If you were unable to reach a satisfactory resolution by telephone, we would normally ask that you put details in writing, so we can give it further consideration.

You can send it to:

Email: Customer.Services@northgate.co.uk

Mail: Customer Services, Northgate Centre, Lingfield Way, Darlington, DL1 4PZ

When writing, please include details of your concern with any supporting documentation and contact details (including daytime telephone number) as this will help us to deal with your enquiry more quickly.

We usually acknowledge receipt within 48 hours and will endeavour to respond within a reasonable time. Depending on the complexity, if it takes longer to resolve than expected we'll keep you updated on progress on a regular basis.

Conciliation Service

We are a full member of the BVRLA which provide an independent Conciliation Service. If you do not agree with our findings, or if you think Northgate may have breached the Codes of Conduct, set out by the BVRLA to its members, you can get in touch. The Conciliation Service will investigate matters that relate to disputes from the activities of members.

Email: complaint@bvrla.co.uk

Writing: BVRLA, River Lodge, Badminton Court, Amersham, HP7 0DD

