



Amberon

Keeping Traffic Moving  
Dependable Nationwide Coverage



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## Statement of Complaints Procedure

### **Amberon Ltd implements the following complaints procedure:**

Our aim is to deal with any problems and difficulties quickly and fairly. We will do this by monitoring all complaints and suggestions to help us identify what is going wrong and how we can improve by having a system which is flexible yet robust.

All complaints will be dealt with in the same way whether they relate to a technical issue, accounting issue, staff issue or another factor.

#### ***Whatever your complaint we will:-***

Ensure the complainants confidentiality.

Review the issue thoroughly and give the complainant a full response within 5 working days.

Deal with the complainant in a polite and courteous manner.

#### ***Please direct complaints to HR Manager***

[hr@amberontm.com](mailto:hr@amberontm.com) (or in writing to the above address)