



Rix Petroleum

Customer Complaints Procedure.

V1.2

We're sorry you're not happy



Complaints Procedure

Our complaints procedure:

- Rix Petroleum is committed to listening to the view of our customers and welcomes feedback whether positive or negative.
- This complaints procedure sets out what you can expect to happen when you make a complaint to Rix Petroleum.
- A complaint is any expression of dissatisfaction by you or your representative. You can complain to us verbally (informally) or in writing (formally).
- Our aim is to ensure that your concern is taken seriously and that you receive a satisfactory answer.

Rix Petroleum's responsibility is to:

- Give you an effective way of raising your complaint
- Acknowledge the formal complaint in writing
- Where possible, resolve complaints quickly, sensitively and effectively
- Deal with complaints fairly and consistently
- Deal with your complaint within a fair, specified period of time
- If the nature of your complaint is for damage, it may well be dealt with by our Insurance company

Complainants responsibility is to:

- Bring their complaint, verbally or in writing, to Rix Petroleum's attention normally within 2 days of the issue arising;
- Raise concerns promptly and directly with a member of Rix Petroleum staff;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Rix Petroleum a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond Rix Petroleum's control.
- If you feel your complaint is of a serious nature, please raise it with our head office in the first instance. (Details of how to contact head office can be found on the last page of this document).

How we handle complaints:

- If you contact us with a complaint we'll do our best to resolve it immediately
- If this isn't possible, we'll write to you within 5 working days
- And, if we need more time to investigate, we'll send you an update within 4 weeks.

Complaints Procedure

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to our Customer Service team at our head office. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. Please address your correspondence to “Rix Customer Service”.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 15 working days. The addresses and contact details for our Head Office can be found on the next page of this document.

Rix Petroleum’s aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. We believe it is important that all complaints are investigated properly and all facts be taken in to account. This may involve interviewing staff, retrieving information from our computer systems, visiting a site or location or involving 3rd parties. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Rix Petroleum Ltd.'s Managing Director and ask for your complaint and the response to be reviewed. You can expect the Managing Director to acknowledge your request within 5 working days of receipt and a response within 15 working days.

You can write to our Managing Director at: Rix Petroleum Ltd, 2 Humber Quays, Wellington Street West, Hull HU1 2BN

Final Stage

If you are not satisfied with the subsequent reply from Rix Petroleum Ltd.'s Managing Director, then you have the option of writing to the Federation of Petroleum Suppliers (FPS).

FPS Limited
6 Royal Court,
Tatton Street,
Knutsford,
Cheshire,
WA16 6EN



Useful Information

Rix Petroleum Ltd is the largest member of the JR Rix & Son group of companies. We are part of a family of companies dating back to 1873. We distribute and retail petroleum products from local branches throughout Yorkshire, Lincolnshire, Mercia, Midlands, North East, Central & Eastern Scotland, Essex, East Anglia and the West Country.

At Rix, we're proud of our reputation as a caring, knowledgeable, family owned business. Your trust means everything to us, and to ensure we never lose it, we promise to be open and honest at all times.

If you feel something isn't right or feel we have done something wrong, please tell us so we can try our best to put it right. You can contact your local depot or our Head Office via the contact details below:

Yorkshire & North Lincolnshire

Rix Petroleum (Hull) Ltd – 2 Humber Quays, Wellington Street West, Hull, HU1 2BN
Telephone 01482 83 83 83 or email sales@rix.co.uk

East Anglia

Rix Petroleum (East Anglia) Ltd – 5 Fortress Road – Snetterton – Norfolk - NR16 2FG
Telephone 01953 457057 or email eastanglia@rix.co.uk

Mercia (Including Shropshire, Cheshire & Staffordshire)

Rix Petroleum (Mercia) Ltd – Halesfield 19 - Telford - Shropshire - TF9 4QT Telephone 01630 654466 or
email merciam@rix.co.uk

Midlands

Rix Petroleum (Midlands) Ltd - Station Road - Coleshill – North Warwickshire - B46 1JQ
Telephone 01675 437557 or email midlands@rix.co.uk

North East

Rix Petroleum (Hull) Ltd North East – 2 Larch Drive – Lionheart Enterprise Park – Alnwick – Northumberland NE66 2BR Telephone 01665 602100 or email northeast@rix.co.uk

Scotland (Including Montrose, Grangemouth & Aberdeen depots)

Rix Petroleum (Scotland) Ltd – 5 Meridian Street -Montrose – Angus - DD10 8DS
Telephone 01674 673562 or email Montrose@rix.co.uk

South Lincolnshire & Spalding

Rix Petroleum (Spalding) Ltd - Welland Business Park - Clay Lake - Spalding - PE12 6BL
Telephone 01775 720349 or email spalding@rix.co.uk

Head Office

Address: Rix Petroleum – 2 Humber Quays, Wellington Street West, Hull HU1 2BN

Telephone 0800 542 4207

Email: customerfeedback@rix.co.uk

Website: www.rix.co.uk

'0800' numbers are free from UK landlines, other network operators' charges may vary. Calls may be monitored and recorded as part of our Customer Care programme.
