



Customer Complaints Procedure

We're sorry that you aren't happy.



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 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

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 into account. This may involve interviewing staff, retrieving information from our computer systems, visiting a site or location or involving third 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, Two 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 one of the UK's leading independent fuel distributors and part of the family-owned Rix Group, whose history dates back to 1873. Since 1927, we have been supplying fuel and lubricants to homes, farms and businesses across the UK.

We are proud of the reputation we have built for providing reliable service, expert advice and excellent customer care. Maintaining the trust of our customers is at the heart of everything we do.

While we always strive to deliver the highest standards of service, we recognise that sometimes things can go wrong. If you are unhappy with any aspect of our service or believe we have fallen short of your expectations, we want to hear from you. Your feedback gives us the opportunity to investigate what happened, put things right where we can, and continually improve the service we provide.

You can contact our Head Office using the details below, and we will do our best to resolve your complaint promptly, fairly and transparently.

Head Office

Address:

Two Humber Quays
Wellington Street West
Hull
HU1 2BN

Telephone:

0800 542 4207

'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.

Email:

customerfeedback@rix.co.uk

Website:

www.rix.co.uk