

Customer Escalation Process



How to Contact Us

If you have a query you may submit an enquiry via our [website](#), press the Call PA icon on your Smartnav touchscreen to speak to someone 24/7, or email trackstarsupport@trafficmaster.co.uk for any Stolen Vehicle Tracking enquiries, smartnavsupport@trafficmaster.co.uk for any Smartnav enquiries and for anything else email customerservices@trafficmaster.co.uk or call 0845 604 5433.

Not happy with our service?

Trafficmaster aims to provide you with a reliable and consistent service at all times. If, however, you are unhappy with the service we have given you, this guide will tell you how you can get in touch with us and how we will deal with your complaint or issue.

If you do want to register a complaint with us you may contact Trafficmaster **Customer Services** on customerservices@trafficmaster.co.uk, **Trackstar** on trackstarsupport@trafficmaster.co.uk, or **Smartnav** on smartnavsupport@trafficmaster.co.uk or by writing to Trafficmaster Customer Services, FREEPOST, ANG 7506, Bedford, MK43 0BR

Our Customer Promise

Once we have the full details of your complaint our promise is that we will normally take no more than 30 calendar days to respond fully to your issue. Please be aware that some complaints may take longer to resolve due to the work that may need to be done to fully investigate the issue.

There may be occasions when we require additional information or responses from you to complete our investigation. When that is the case we will allow 14 calendar days for your response. Allowing for complex cases with several such interactions, this means our longest investigations for complaints may take up to 90 calendar days to fully complete.

Our Customer Service Advisors will take ownership of your complaint and look to provide you with a resolution.

How to make a complaint

If after speaking to one of our Customer Service Advisors, your issue has not been resolved to your satisfaction, you may make a complaint by contacting Customer Services through our [website](#) or by writing to us.

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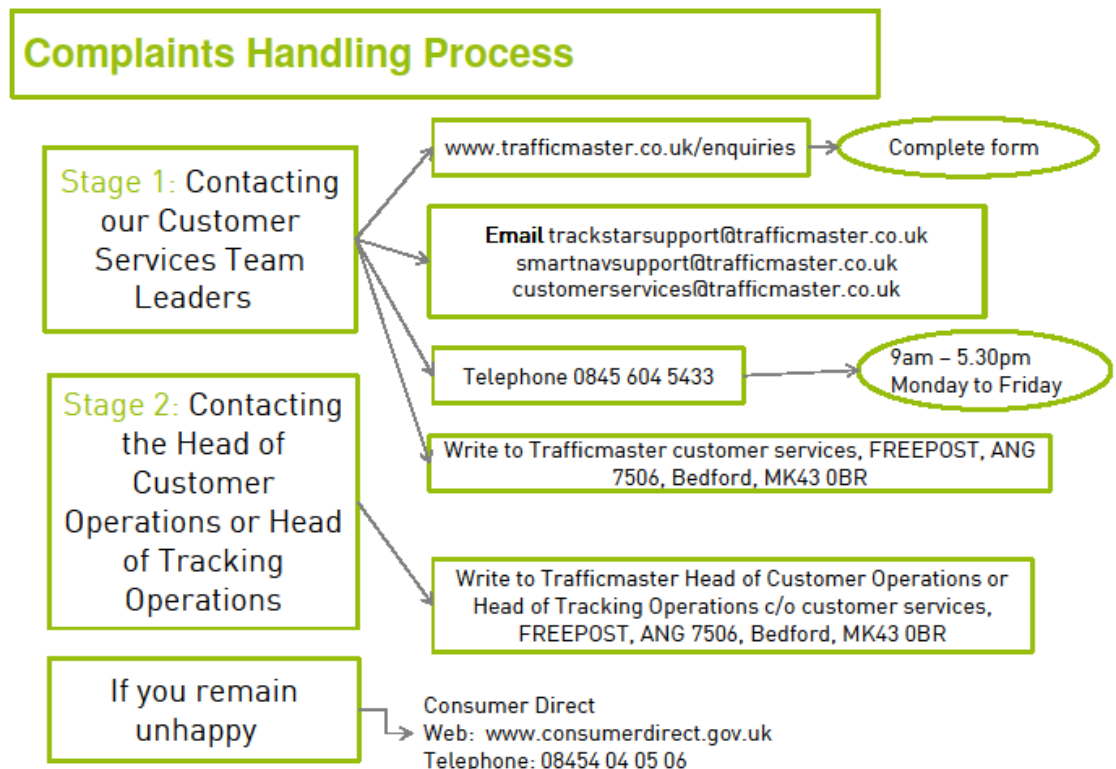
If you contact us through the website or in writing please provide us with full details of your complaint. If we require further information we will notify you using your preferred method of contact.

If you choose to contact us by phone please have the details of your complaint available. Our Customer Services Advisors will let you know the appropriate process to follow.

Once we have received your complaint, the Customer Services Advisor will record your details on your customer account. As a reference number, please use your vehicle registration number for a Trackstar, Smartnav or Traffic enquiry or your mobile number if you are a companion customer.

There are 2 internal stages in our complaints process and our preference is always to receive your complaint in writing through e-mail or letter, in order to investigate the issue fully before calling you to discuss and resolve.

You can view a diagram of the customer escalation process below:



Customer Escalation Process



Stage 1: Contacting our Team Leaders

The relevant Team Leader will take the details of your complaint. They will make every effort to investigate and resolve your complaint providing you with an appropriate response. If you are not happy with the reply you may escalate your case to the Head of Customer Operations (for a Smartnav, Fleet Director or Traffic enquiry), or the Head of Tracking Operations (for a Trackstar enquiry) - who will undertake a re-investigation.

Stage 2: Contacting our Head of Customer Operations or Head of Tracking Operations

Our Head of Customer Operations and Head of Tracking Operations are trained and experienced in dealing with escalated complaints. They will endeavor to address and resolve your concerns, if necessary with review by the relevant Executive Director. After this review the Head of Customer Operations and Head of Tracking Operations will provide a final response from Trafficmaster Ltd. about your complaint. This will take place within 30 days of your first contact with them.

The objective of Head of Customer Operations and Head of Tracking Operations is to find a mutually satisfactory resolution for your complaint.

Trafficmaster Ltd. will always want to try and resolve any concerns or complaints you have, and it is strongly recommended that you work with the Customer Services Team Leaders at Stage 1 to try and sort out the problem before contacting the Head of Customer Operations and Head of Tracking Operations.

If you remain unhappy

If you remain dissatisfied with the response you have received after contacting the Head of Customer Operations and Head of Tracking Operations and you have received a final response letter you may then seek the relevant legal advice or contact Consumer Direct.

Further information

If you require independent advice about your rights as a consumer or how to progress a complaint, you can contact Consumer Direct. Consumer Direct is a service operated by the Office of Fair Trading. They offer practical advice via the telephone and on-line. Please be aware that Consumer Direct cannot make a complaint on your behalf or provide advice on specific Trafficmaster products and services.

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Contact Details

Customer Services

Web: <http://www.trafficmaster.co.uk/enquiry/>

Telephone: 9.00am – 5.30pm, Monday to Friday, excluding bank holidays

From within UK: 0845 604 5433

International callers: +44 1234 759000

Writing:

Making a complaint: Trafficmaster Customer Services, FREEPOST, ANG 7506, Bedford, MK43 0BR

Web: www.trafficmaster.co.uk/enquiries

Email: customerservices@trafficmaster.co.uk

Consumer Direct

Web: www.consumerdirect.gov.uk

Telephone: 08454 04 05 06