

## How to Contact Us

If you have a Stolen Vehicle Tracking query email [trackstarsupport@trafficmaster.co.uk](mailto:trackstarsupport@trafficmaster.co.uk) or call 0345 604 5433.

For SmartNav support call 0345 521 1144 or email [uk.support@teletracnavman.com](mailto:uk.support@teletracnavman.com)

## Not happy with our service?

Teletrac Navman UK Ltd 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 you may contact **Trackstar** on [trackstarsupport@trafficmaster.co.uk](mailto:trackstarsupport@trafficmaster.co.uk), or **SmartNav** on [uk.support@teletracnavman.com](mailto:uk.support@teletracnavman.com) or by writing to Teletrac Navman (UK) Ltd, K1 First Floor Kent's Hill Business Park, Milton Keynes, MK7 6BZ.

## 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

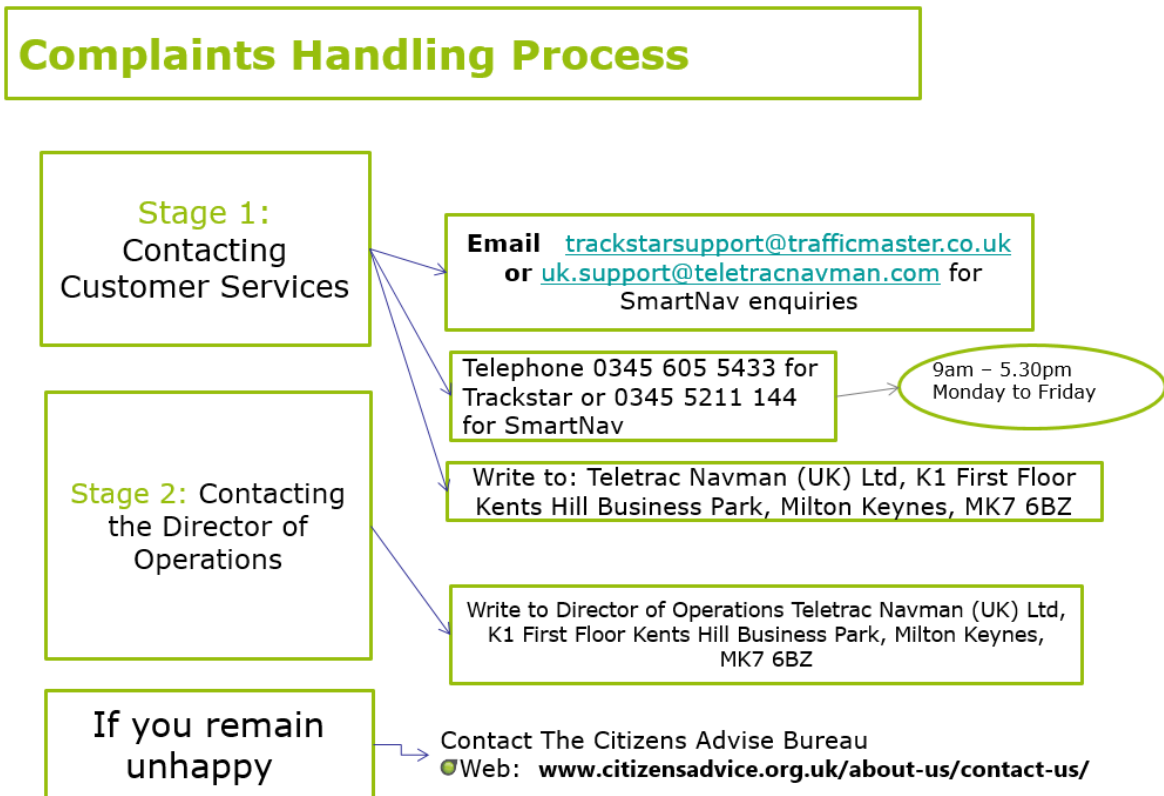
If you contact us in writing, please provide us with full details of your complaint. If we require further information we will notify you using your preferred method of contact.

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.

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:



### 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 Director of Operations.

### Stage 2: Contacting our Director of Operations

Our Director of Operations will endeavour to address and resolve your concerns, if necessary with review by the relevant Executive Director. After this review the Director of Operations will provide a final response from Teletrac Navman (UK) Ltd. about your complaint. This will take place within 30 days of your first contact with them.

The objective of the Director of Operations is to find a mutually satisfactory resolution for your complaint.

Teletrac Navman (UK) 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 Director of Operations.

### **If you remain unhappy**

If you remain dissatisfied with the response you have received after contacting the Director of Operations and you have received a final response letter you may then seek the relevant legal advice or contact The Citizens Advise Bureau.

### **Further information**

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

<https://www.citizensadvice.org.uk/about-us/contact-us/>