

Customer Services Complaints Procedure

Your Rights

If at any point you are unhappy with any aspect the services provided to you by Amey Map Services Limited you have the right to make a complaint to us in one of the following ways:

- You can call our helpline on 0800 917 3208 between 09.00 and 17.00, Monday to Friday; calls outside of this time are handled by an operational team only. Should you phone outside of these hours your call will be logged and you will be told to expect to be contacted the next working day
- You can email us at support@be-ev.co.uk
- You can write to us at Amey MAP Services, Chancery Exchange, 10 Furnival Street, London, United Kingdom, EC4A 1AB

What We Will Do

Stage One - Acknowledgement of your complaint

You will be contacted by a member of our team a maximum of 1 working day after your complaint is received. If your complaint is received before noon, we will aim to respond the same day.

Stage Two - Next Steps

During this first contact you will be given a complaint reference and the name of the staff member who will be handling your complaint. Should other parties need to be consulted; for example a payment services provider, a third party manufacturer or a Charge Point owner, we will make contact with them at this point on your behalf. Throughout your complaint, Amey Map Services Limited will remain your only point of contact so you do not need to work with multiple parties.

Stage Three - Our investigation

We take all complaints seriously and we investigate all of them thoroughly. If your case is complex or involves multiple aspects, we will work with all stakeholders on your behalf and we will do our best to ensure that you are kept up to date each step of the way.

Stage Four - Resolving your complaint

We will commit all reasonable resources into aiming to resolve your complaint within five working days of it being received. Once complete, we will confirm this to you in writing and explain the resolution. Where an operational failure has been established we will work to refine our internal procedures to prevent it from happening again.

Escalation

If, at any time in the process, you feel your complaint is not being handled correctly or efficiently you can ask to have it escalated internally. Your complaint will then be passed to the Network Manager, or another senior member of staff if he/she is not available, who will contact you by phone at a time convenient to you and take over handling of your complaint.

Nothing in this complaints procedure limits your statutory rights and if you are not satisfied with the outcome you can still bring legal proceedings.