



What to do if we don't get it right.

Cornwall Kawasaki Centre puts first class service and commitment to our customers. We do, however, recognise that we may occasionally fail to get it right first time. If for any reason, your expectations are not met, whether for reasons of the quality of a product or our customer service, we would like you to tell us about it. Your feedback provides us with an opportunity to explain, correct any mistakes and apologise to you. It also helps us to improve our overall service for the future.

Who do you contact?

If you are in the dealership, all of our staff have been provided with the necessary training to enable them to help you. If, however, an individual is unable to resolve your query, please ask to speak their manager who will be able to offer further assistance.

If your business is being conducted on the telephone, please discuss your concerns with the call handler. If you feel your query has not been resolved, please ask to speak to their manager.

If your transaction is online, you can email us at info@cornwallkawasaki.co.uk

If you would prefer to put your concerns in writing, please address your letter to:

Cornwall Kawasaki Centre
Treviskey
Lanner
Redruth
Cornwall
TR16 6AS

How to escalate a complaint?

Every effort will be made to resolve your complaint in a fair and timely manner. If, after speaking to a departmental manager, you feel your complaint hasn't been resolved satisfactorily, the next step is to contact our General Manager using the method of your choice:

- Call direct on 01209 821115
- Email info@cornwallkawasaki.co.uk
- Write to us at the above address.

Thank you for your feedback.