

QUALITY POLICY STATEMENT

Since our foundation in 1973 we have continually improved levels of customer satisfaction & loyalty by providing services which fully meet & exceed the expectations of our customers.

In order to continue with this tradition, the Company has adopted a Quality System which ensures the effectiveness and continued improvement of the Business.

The objective of delivering consistent quality is achieved through the adherence to established working processes whilst striving for continual performance improvement.

The Quality System is supported and endorsed by, not only the Management, but every employee within the Company and is a reflection of our desire to provide our customers with the highest standards possible, in customer care, and to be recognised as the best Motor dealer in Middlesbrough, as Employer, Supplier and Service Provider.

In the event that our best endeavours do not meet with your complete satisfaction please address your concerns in writing to:

Tony Slack, Managing Director, Derek Slack Motors Ltd

We will ensure that you receive an acknowledgement within three (3) working days.

In the unlikely event that you still remain unsatisfied, you may contact one of the following:

- (1) Skoda – Customer Service Centre
- (2) Isuzu – Customer Support
- (3) Financial – The Financial Ombudsman Service
- (4) New cars – New Car Code Conciliation Service
- (5) Used cars – Middlesbrough Council Trading Standards Department
- (6) MOT – Vehicle and Operator Services Agency

Assuring you of our best attention at all times and thanking you for your valued custom.

Skoda Customer Service Centre
PO Box 114, Wallington,
Surrey SM6 7QJ
Tel: 0845 7745 745
E.mail: services@skoda.co.uk

Isuzu Customer Support
Isuzu UK Ltd, I.M. House,
South Drive, Coleshill B46 1DF

The Financial Ombudsman Service,
Exchange Tower, London E14 9SR
Tel: 0845 080 1800
www.financial-ombudsman.org.uk

New Car Conciliation Service,
PO Box 44755, London SW1X 7WU
www.smmmt.co.uk/customer

Middlesbrough Council Trading
Standards Department
Vancouver House, Gurney Street,
Middlesbrough TS1 1QP
Tel: 01642 264173

Vehicle & Operator Services Agency
Tel: 0870 33 00 444
www.motinfo.gov.uk