

COMPLAINT POLICY

Grand Rapids Car Service is committed to listening to customers and community member complaints and responding in a fair, timely and respectful manner. All complaints will be given due consideration without reprisal or discrimination

A grievance is defined as any cause of distress or relevant condition that a customer reasonably thinks or feels is unfair, unjust, or inequitable. Under this Customer Grievance Procedure, customer should submit a grievance in the following sequence:

When a customer has a grievance, the customer should immediately contact the Grand Rapids Car Service at 616.499.3683

Grievances can be submitted verbally or via fax to 616.613.6384.

Once notified verbally or in writing, Grand Rapids Car Service shall initiate an investigation of the complaint immediately.

The company shall report the outcome of its complaint investigation, in writing to the customer if applicable within 3 business days.

All written responses will be given to the customer and or responsible party within 3 business days and must include the resolution outcome and actions taken by the company to prevent such grievances in the future.