

A guide to our  
complaints procedure

Who to contact

What will happen next



# A guide to our complaints procedure

## Our commitment

We are committed to providing you with an exceptional level of service and customer care. We realise things can go wrong and there may be occasions when you feel we have not provided the service you expected. When this happens we want to hear about it so we can try to put things right.

## Step one

### Who to contact

The most important factors in getting your complaint dealt with as quickly and efficiently as possible are:

- to be sure you are talking to the right person, and
- that you are giving them the right information

### If your complaint relates to:

**A** The breakdown assistance you received under your RAC membership (i.e. Roadside/At Home/Recovery/Onward Travel)

Please call 0800 731 1104\* or write to:

Breakdown Customer Care  
RAC House  
Brockhurst Crescent  
Walsall WS5 4QZ

Or email us at  
breakdowncustomercare@rac.co.uk

**B** The terms and conditions applied to your RAC membership policy

Please call 0800 912 6270\* or write to:

Membership Customer Care  
RAC House  
Great Park Road  
Bradley Stoke  
Bristol BS32 4QN

Or email us at  
membershipcustomercare@rac.co.uk

**C** The service you received under your European Breakdown Cover

Please call 0800 107 5861\* or write to:

Breakdown Customer Care  
RAC House  
Brockhurst Crescent  
Walsall WS5 4QZ

Or email us at  
breakdowncustomercare@rac.co.uk

**D** Legal advice or Legal Expenses Insurance

Please call 0870 5533 533\* or write to:

Legal Customer Care  
RAC House  
Great Park Road  
Bradley Stoke  
Bristol BS32 4QN

Or email us at  
legalcustomercare@rac.co.uk

**E. RAC Accident Services**

Please call 0161 866 1881\* or write to:

RAC Accident Services Customer Care  
Thomas Street  
Stretford  
Manchester M32 0XH

Or email us at  
accidentservicescustomercare@rac.co.uk

**G. RAC Commercial**

Please call 0800 092 4156\* or write to:

RAC Commercial Customer Service  
PO Box 329  
Stockport SK3 0YT

Or email us at  
raccustomerservice@rac.co.uk

## F. RAC Direct Insurance

Please call

0800 404 6356\* (home)

0800 404 7517\* (motor)

0800 559 3298\* (travel)

Or write to:

Head of Customer Relations

RAC Direct Insurance

PO Box 15

Surrey Street

Norwich NR1 3LN

Or email us at

directinsurance@rac.co.uk

## H. RAC Vehicle Inspections

Please call 0870 333 2491\* or write to:

RAC Vehicle Inspections Customer Care

RAC House

Brockhurst Crescent

Walsall WS5 4QZ

Or email us at

vecustomercare@rac.co.uk

# Step two

## What happens next

We expect that the majority of complaints will be quickly and satisfactorily resolved at this stage.

If you are not satisfied you may wish to take your issue further. A copy of your final response letter will provide details of how you can do this.



When you contact us,  
it will help if you:

- give your name, reference number and contact telephone number
- explain the reason for the complaint clearly and concisely
- are aware that your complaint may be more speedily addressed if you contact us by phone

\*Calls may be recorded and/or monitored.

## I. BSM (No longer part of RAC)

Please call 08000 159 922\* or write to:

BSM Customer Care

Building 2610

The Quadrant

Aztec West Business Park

Bristol BS32 4TR

Or email us at

bsmcustomercare@rac.co.uk

## J. HPI (No longer part of RAC)

Please call 01722 422422 (Consumer)\* or 01722 412888 (Trade)\* or write to:

HPI Customer Care

HPI Ltd

Dolphin House

New Street

Salisbury

Wiltshire SP1 2PH

Or email us at

hpicustomercare@hpi.co.uk

## K. Auto Windscreens (No longer part of RAC)

Please call 0800 389 8596\* or write to:

Auto Windscreens Customer Care

Britannia House

Storforth Lane

Chesterfield

Derbyshire S40 2UZ

Or email us at

customercare@autowindscreens.co.uk

# Our promise to you

We will acknowledge all complaints promptly

We will investigate quickly and thoroughly

We will keep you informed of progress

We will do our best to resolve your complaint

We will use information from complaints to continuously improve our service