



**Commercial
Vehicles**

At Volkswagen Commercial Vehicles, we pride ourselves in delivering an outstanding customer experience to you and we welcome all feedback on how we can improve our service. We recognise, however, that despite our best efforts, from time to time a situation may arise whereby a customer is left dissatisfied with a product or service that we have provided. We therefore have a dedicated complaints process in place, outlined for you below:

Step 1: Notify your local Volkswagen Van Centre:

In the first instance, we recommend contacting your local Volkswagen Van Centre or the Volkswagen Van Centre where you purchased/repaired your vehicle. Many complaints can be resolved in-house in an efficient manner. The Van Centre will endeavour to resolve your complaint through their internal complaints-handling process, which may involve contacting Volkswagen Commercial Vehicles UK directly on your behalf.

You can find your local Volkswagen Van Centre here: [Find a Van Centre](#)

Step 2: Volkswagen Commercial Vehicles UK Customer Services

If you are dissatisfied with the outcome after speaking to your Volkswagen Van Centre, we recommend contacting Volkswagen Commercial Vehicles UK Customer Services, whereby:

- A dedicated member of our team will be assigned to oversee your complaint and act as your point of contact. They will investigate the matter further and keep you updated on progress.
- A Customer Relations Manager may contact you to discuss your case in more detail. They may also make contact with the Volkswagen Van Centre and request their involvement or ownership of the matter, if required.
- Your vehicle may need a thorough diagnosis at a Volkswagen Van Centre, in which case we will require you to book your vehicle in.
- We aim to resolve all complaints within 10 days, however sometimes this may take longer depending on the complexity of the investigation.
- In any event, you will be guided through the process by our dedicated Volkswagen Commercial Vehicles UK Customer Services team, who may be reached on any of your preferred contact channels below:

Live Chat

You can chat to us by clicking on the 'Live Chat' option which is available on most pages of this website.

Phone

You can call us on 0800 783 4909 to speak to a member of the team.

E-Mail

You can email us if you'd prefer on: customer care@vwcv.co.uk