



Cheshire Airlink - Complaints Policy and Procedure

ASZ28 Airport Services Limited (T/A Cheshire Airlink) is committed to providing a high-quality service to all our customers. If something goes wrong or you are dissatisfied with our services, we encourage you to inform us so we can address the issue promptly and improve our services.

1. How to Make a Complaint

We aim to make the complaints process as straightforward as possible. Complaints can be submitted through the following methods:

A) In Writing

Address your complaint to:

**Customer Services Team
ASZ28 Airport Services Limited
New Ways Farm By Pass Road
Shotwick
Chester
CH1 6JZ
United Kingdom**

B) By Email

Send your complaint to: complaints@cheshireairlink.co.uk

C) By Phone:

Contact us at 07774 151 615
Monday to Friday (9:00 - 17:00)

2. Information to Include in Your Complaint

When submitting a complaint, please provide as much detail as possible, including:

- Your name and contact information (email, phone, or address).
- A clear description of the issue, including relevant dates and times.
- Any supporting documentation, such as receipts, booking references
- Your desired resolution, if applicable.

3. Complaint Acknowledgement

We will acknowledge receipt of your complaint within 5 working days. This acknowledgment will confirm that your complaint is under review and provide you with a reference number for tracking purposes.

4. Investigation Process

- Complaints will be investigated by an appropriate member of our team.
- We may contact you for further information or clarification if necessary.

We aim to provide a full written response within 15 working days of acknowledging your complaint. If more time is required, we will keep you informed of progress and provide an estimated timeline for resolution.



5. Resolution and Outcome

Once the investigation is complete, we will:

- Outline our findings.
- Explain any actions we will take to address the issue.
- Notify you of any steps we have taken to prevent similar occurrences in the future.

6. Escalation

If you are dissatisfied with our response, you can escalate your complaint to senior management by writing to:

**Senior Management Team
ASZ28 Airport Services Limited
New Ways Farm By Pass Road
Shotwick
Chester
CH1 6JZ
United Kingdom
contact@cheshireairlink.co.uk**

Alternatively, you may refer your complaint to an appropriate external body or regulatory authority, such as the Civil Aviation Authority (CAA) or an Alternative Dispute Resolution (ADR) provider, depending on the nature of your complaint.

7. Monitoring and Continuous Improvement

All complaints are logged and monitored to identify trends and improve our services. Your feedback is valuable to us and helps ensure a high standard of service.

8. Contact Details

For any further information about our complaints policy, please contact us at:

**New Ways Farm By Pass Road
Shotwick
Chester
CH1 6JZ
United Kingdom
07774 151 615**