

At Vee Repairs, we are deeply committed to our philosophy and values. Central to our mission is the fair and respectful treatment of all our customers, a commitment we uphold through extensive training for our staff. Our training program encompasses not only customer service but also specialised areas such as disability awareness, mental health support, and the identification of vulnerable individuals, whether their situation is recent or longstanding.

We recognize that vulnerability can arise from a multitude of factors, whether temporary or enduring. These factors may include age, physical or learning disabilities, communication difficulties, or mental health challenges. We understand that navigating challenging circumstances can be daunting, and our goal is to ensure that you receive the highest standard of care and support.

To continuously enhance the customer experience, we actively solicit feedback and meticulously monitor interactions with our advisors. Our unwavering focus remains on delivering exemplary service and assistance precisely when you need it most.

We endeavour to provide tailored assistance and recommend the most suitable products and services to meet your needs. Our customer support team is committed to identifying specific requirements and offering specialised assistance wherever necessary. However, we acknowledge that recognizing individual difficulties can sometimes be challenging. Therefore, we encourage you to inform our team if you believe they can offer assistance.

If you find yourself in a vulnerable situation requiring additional support, please reach out to us by calling 0800 7789 104 during our operating hours: Monday to Friday from 10am to 5pm, Saturdays, Sundays, and Bank Holidays CLOSED. Alternatively, you may inform our advisors of any vulnerability concerns during your next interaction, and they will make a note on your account for future reference. This proactive approach enables us to better understand and accommodate your needs in subsequent engagements. Additionally, you have the option to contact us via email at support@veerepairs.co.uk or grant permission for a designated individual to communicate with us on your behalf. You can add their name to our authorised contacts list by contacting us directly or providing consent during the

interaction. Rest assured, any information you share with us will be treated confidentially and handled in accordance with data protection laws.