

A-Star Transport Midlands Ltd

Compliments and Complaints Policy and Procedure

1 Our Aim

A-Star Transport is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our passengers, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

Any feedback or complaints can be made verbally or in writing, by phone on 01952 355560, by email to info@astartransport.co.uk, or by post to Unit 35 Ketley Business Park, TF1 5JD.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

A-Star Transport's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to A-Star Transport's attention normally within 2 weeks of the issue arising;
- raise concerns promptly and directly with a manager of A-Star Transport];
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow A-Star Transport a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond A-Star Transport's control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and A-Star Transport maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by A-Star Transport at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made and the following procedure should be explained to them. It should be management that makes this explanation.

- a) A formal complaint can be made either verbally or in writing. This can be done over the phone using 01952 355560, by email to info@astartransport.co.uk, or by post to Unit 35, Ketley Business Park, TF1 5JD. If in writing, the written complaint should be attached in the complaints book. If verbally, a statement should be taken by Management.
- b) In all cases, the complaint must be passed on to The Manager. In the event of a complaint about The Manager, the complaint should be passed to the Transport Manager.
- c) The Manager or Transport Manager, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

8. Internal Complaints Procedure:

Written records must be made by A-Star Transport at each stage of the procedure.

Stage 1

Any staff that have a complaint about another member of staff or any internal matter must take the complaint to management. An informal approach is appropriate when it can be achieved. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of staff should be advised that a formal complaint may be made and the following procedure should be explained to them. It should be management that makes this explanation.

- a) A formal complaint can be made either verbally or in writing. This can be done over the phone using 01952 355560, by email to info@astartransport.co.uk, or by post to Unit 35, Ketley Business Park, TF1 5JD. If in writing, the written complaint should be attached in the complaints book. If verbally, a statement should be taken by Management.
- b) In all cases, the complaint must be passed on to The Manager. In the event of a complaint about The Manager, the complaint should be passed to the Transport Manager.
- c) The Manager or Transport Manager, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.