



COMPLAINTS MANAGEMENT POLICY

BLUE TRANSPORT SOLUTIONS 2019

POLICY STATEMENT

The company will implement a complaints management process to ensure that any complaints are handled in a fair and effective manner. The company will allocate the resources necessary to receive, respond and investigate complaints quickly and at no cost to the complainant. The process will be visible and accessible to all, and ensure that complaints are treated with courtesy and respect. Assistance will be provided to persons who may have difficulty in accessing the complaints process in any way.

AIMS AND OBJECTIVES

Customer complaints provide an opportunity to gauge feedback regarding service quality and levels, and to allow improvements to be initiated in these areas. Handling customer's complaints is a part of everyday business life, and all complaints will be taken seriously. Staff will be trained in handling complaints and identifying the reasons why the complaint has occurred in the first place. To achieve these aims, we will implement an effective complaints handling system that will –

- improve the satisfaction level of all parties
- recognise and protect a person's right to complain
- be accessible, fair and efficient, and
- enable the organisation to improve its services and systems to reduce future sources of complaints.

RESPONSIBILITIES

Handling a customer's complaint efficiently and professionally will assist in retaining their custom. We will train staff in handling customer complaints, and will strive to ensure that enquiries are dealt with promptly, and within a time frame agreed to with the customer to resolve the issue, and to eliminate or minimise common causes of customer dissatisfaction including –

- unsatisfactory or unacceptable level of service
- unrealistic promises or claims made to the customer
- customer frustration with their treatment by the company or staff, and
- a perception that the company does not care about them.

Staff will be required to obtain detailed facts before taking action. These must be documented to avoid having to require the customer to repeat their complaint. Apologies will only be made for matters when the company is clearly in the wrong (such as delays in responding to a query or complaint). An apology (other than for a delay) will not be made on behalf of the company by a person who is not fully conversant with the matter in question, or who is not authorised to speak on behalf of the company.

AUTHORISED BY

Signed: _____

Position: Manager

Date: 1 / 1 / 20