

Complaints Policy and Procedure

T&T Private Hire Ltd

Purpose: To provide a transparent and efficient process for handling customer complaints to improve service quality and ensure customer satisfaction.

1. Policy Statement

1.1 Commitment to Quality Service

- T&T Private Hire Ltd is committed to delivering exceptional transportation services and values customer feedback to continuously improve operations.

1.2 Fair and Transparent Process

- All complaints will be handled promptly, fairly, and with the utmost professionalism.
 - Customers will be treated with respect and confidentiality throughout the process.
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2. Scope

2.1 Who Can Complain

- Any customer who uses T&T Private Hire Ltd's services.
- Complaints may also be made by third parties acting on behalf of customers (with proper authorization).

2.2 What Can Be Complained About

- Service quality, including driver behaviour and vehicle conditions.
 - Delays, cancellations, or booking issues.
 - Charges or billing discrepancies.
 - Accessibility or discrimination concerns.
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3. How to Lodge a Complaint

3.1 Methods of Submission

- **Phone:** Call the office on 01954778778 during business hours.
- **Email:** Send a detailed complaint to admin@tnttaxi.co.uk

3.2 Required Information

- Name and contact information of the complainant.
 - Date, time, and location of the incident.
 - Description of the complaint, including driver or vehicle details if applicable.
 - Supporting evidence (e.g., receipts, photos, or witness statements).
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4. Complaints Handling Procedure

4.1 Acknowledgment

- Complaints will be acknowledged within 7 business days of receipt.
- A reference number will be provided for tracking purposes if needed.

4.2 Investigation

- The complaint will be assigned to a designated office staff.
- Relevant parties (e.g., drivers, dispatchers) will be interviewed, and evidence reviewed.
- The investigation will be completed within 20 business days.

4.3 Resolution

- The complainant will be informed of the findings and resolution within 30 business days.
 - Resolutions may include:
 - Apologies or explanations.
 - Refunds or fare adjustments.
 - Disciplinary action against employees, if necessary.
 - Policy or procedural changes.
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5. Monitoring and Reporting

5.1 Record Keeping

- Maintain detailed records of all complaints, investigations, and resolutions for at least 1 year.
- Records will be reviewed periodically to identify trends and areas for improvement.

5.2 Performance Metrics

- Monitor complaint resolution times, satisfaction rates, and recurring issues.
 - Use data to develop targeted training and improve processes.
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6. Customer Rights

6.1 Confidentiality

- All complaints will be handled with confidentiality and shared only with relevant parties.

6.2 Non-Retaliation

- Customers will not face retaliation for lodging complaints.
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