

# Customer Complaints Procedure



**Classic  
Elegance Cars**

*Travel in luxury, arrive with style*

## Our commitment

As a licensed Private Hire Operator in Bury, we are committed to providing a professional, efficient, and high-quality service to all our customers. We believe in treating every individual with respect and courtesy. Your feedback is important to us, and we are dedicated to resolving any issues or complaints fairly and promptly.

## How to make a complaint

If you have a complaint regarding a booking, a vehicle, or a driver, please follow these steps. We encourage you to report your issue directly to us first, as this allows us to put things right quickly.

### Step 1: Contact us

You can submit a complaint through any of the following methods:

- **Online:** Use our online complaint form on our website.
- **Telephone:** Call our customer service line at 07377 775865
- **Email:** Send an email detailing your complaint to [CEC-hire@pm.me](mailto:CEC-hire@pm.me)
- **Post:** Write to us at Unit 1 Waterside Park, Harrison Street, Ramsbottom, BL0 0AD.

### Step 2: Provide necessary information

To help us investigate your complaint efficiently, please provide as much detail as possible. This should include:

- **Your contact details:** Your full name, address, and telephone number.
- **Details of the incident:**
  - Date and time of the incident.
  - The pickup and drop-off locations of your journey.
  - A clear description of what happened.
- **Driver and vehicle information (if available):**
  - Driver's badge number.
  - Vehicle registration number and/or plate number.

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- Make and colour of the vehicle.
- **Any supporting evidence:** This may include photographs, CCTV, or other passengers' details.



## What happens next

### Acknowledgement

We will acknowledge receipt of your complaint within 3 working days.

### Investigation

Your complaint will be assigned to a senior manager for investigation, provided they were not directly involved in the issue. The manager will:

- Review your account of the incident.
- Consult with the driver and any other parties involved.
- Consult with the complainant for further clarification if needed.
- Review our records for the journey.

### Resolution

We aim to resolve complaints within 20 working days, providing a written response that explains our findings, the actions taken, and any preventative measures. You will be notified if more time is needed.

### Record keeping

Bury Council requires us to record all complaints and their outcomes for at least 12 months, and these records are available for council inspection.

### Escalating a complaint to Bury Council

If you are not satisfied with our resolution or if the issue remains unresolved after 7 days, you can contact Bury Council's Licensing Authority. The council can investigate serious concerns such as:

- Inappropriate or discriminatory conduct.
- Criminal activity.
- Vehicle safety and cleanliness issues.
- Overcharging.

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You can contact Bury Council through their online form

at [bury.gov.uk/business/licensing/taxi-licensing/report-taxi-or-driver](https://bury.gov.uk/business/licensing/taxi-licensing/report-taxi-or-driver),

by calling 0161 253 5000, or by writing to Customer Service Team,  
Bury Council, Town Hall, Knowsley Street, Bury BL9 0SW.



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## Confidentiality and data protection

Complaints are handled confidentially. Personal information is stored according to the Data Protection Act and will not be shared with the driver or operator without your consent.