

Navigator Transfers

Customer Complaint Policy

Purpose

This policy is designed to outline how Navigator Transfers will deal with customer complaints.

Definitions

Navigator Transfers - This organisation

Customer – Any individual or organisation that contacts us for our services.

Driver – The driver providing a service to a customer. All drivers are self employed and are expected to behave professionally and lawfully at all times.

Complaint – For the purposes of this policy a complaint is any expression of dissatisfaction, whether verbal or written and independent of communication method.

Resolution and Procedure

A complaint should be addressed and resolved by the first point of contact of the customer, be it an employee of Navigator Transfers, a self-employed driver or a sub-contractor. A record of the complaint and its resolution will be archived in the Navigator Transfers office.

If a resolution cannot be achieved immediately then this should be communicated to the dispatcher who will investigate the complaint and work with all parties involved to achieve a satisfactory resolution. This will be noted and archived in the Navigator Transfers office.

If the matter requires escalation then a Director will investigate the complaint and seek a resolution. Once a resolution is reached then the matter will be archived in the Navigator Transfers office.

Record of complaints and duty of care

Due to the nature of the business of Navigator Transfers, safety is of paramount concern.

Navigator Transfers will only contract self-employed drivers with well maintained cars and impeccable driving records. Drivers that do not maintain these standards will not be offered repeat work.

Navigator Transfers will therefore keep a record of complaints for analysis of complaints regarding maintenance, cleanliness, quality of driving and other categories of possible consequence towards passenger and public safety. A pattern by a driver will result in a withdrawal of work being offered and Milton Keynes Council being informed.

Exceptions

A complaint where a customer requires unreasonable or unlawful behaviour by the driver will be dismissed. Examples include but are not limited to requests from customers to pick

or drop off in no stopping zones or roundabouts and directions to break the speed limit due to a delay.

A complaint from a customer or driver/employee alleging criminal behaviour will be directed towards the police and relevant authorities. Navigator Transfers will support the authorities in their investigation. The complainant will be supported in directing their complaint to the proper authority. As the process and resolution in this circumstance would be outside of the control of Navigator Transfers it is considered an exception.

Guide/Medical Dogs and Disabled Passengers

If you have a disability or guide/medical dog please do let us know in advance how we may best accommodate you. We have access to some wheel-chair accessible vehicles and larger vehicles that would accommodate your dog.

Under no circumstances will a guide or medical dog be refused unless the driver has a medical exemption certificate. Navigator Transfers will keep a record of medical exemptions and drivers with such exemptions will not be allocated in those circumstances.

If a driver without an exemption refuses a fare with a guide/medical dog it will be treated with extreme seriousness. We will support the customer in whatever action they wish to take, no further work will be offered to the driver and the relevant authorities will be informed of a breach of disability laws.