

5.4.3 ER Complaints Policy & Procedure



Purpose

This policy details the process in which complaints, will be approached. This will also ensure that all complaints, are thoroughly investigated with in a timely manner and have a resolve at the end of the process.

Scope of complaints

While this list is not exhaustive, Regulators, customers, general public, work colleagues and any other individual or person business with an interest to the company will all be treated with the upmost urgency and importance to ensure a quick and mutual resolve.

Statement

The company will aim to resolve every complaint, grievances, or objection as quickly as possible or within 10 working days. Establishing the route cause and bringing those accountable to task.

The success of the company relies on an unblemished reputation; All staff must ensure they always act legally, responsibly, and never engage in situations that could compromise themselves or the company.

Internal complaints

Any employee who wishes to raise a complaint, grievances or objection must in the first instance discuss the issue with their line manager. If this is not resolved at this level the employee has the right to appeal.

Where a complaint, grievances or objection cannot be resolved at management level, they may wish to appeal to the directors of the company.

Recording of complaints

All complaints, grievances, and objections must be recorded in writing or type face. The document should contain details of the person making the allegation, their contact details, time and date, full detailed description of the issue and type of complaint, grievance, or objection.

Once resolved any findings from the issue shall be escalated to the relevant staff as a potential learning. Follow up training or processes can then be implemented to prevent reoccurrence.



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Complaints Procedure

- All complaints must be made writing to
MacPhails Coach & Bus Hire
40 Main Street
Salsburgh
Shotts
Lanarkshire ML7 4LW
- Complaints must be received within 10 days of the allegation.
- The company will investigate the allegation immediately and respond within 10 days of receiving the allegation with their initial findings.
- At this point the company may require further information from the initial allegation, the respondent will be asked to cooperate and supply in writing as requested.
- Once a conclusion has been sought the results will be sent in writing to the person making the complaint.

