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## KIRKHAM CHAUFFEUR SERVICES - COMPLAINTS POLICY

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### 1. Definitions

1.1 In this Complaints Policy, the following expressions have the following meanings:

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| <b>“Appeal”</b>               | means your request to escalate a complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;   |
| <b>“Appeal Handler”</b>       | means an employee of Kirkham Chauffeur Services Ltd who will handle Level Two Complaints;  |
| <b>“Business Day”</b>         | means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the U.K.;   |
| <b>“Complaint”</b>            | means a complaint about services supplied by Kirkham Chauffeur Services Ltd, about our customer service, or about an employee or subcontractor;  |
| <b>“Complaint Handler”</b>    | means an employee of Kirkham Chauffeur Services Ltd who will handle Level One Complaints;  |
| <b>“Complaints Policy”</b>    | means this document;   |
| <b>“Complaints Procedure”</b> | means the internal complaints handling procedure of Kirkham Chauffeur Services Ltd which is followed when handling a complaint and is available from <a href="http://www.kirkhams.co.uk/complaints">www.http/kirkhams.co.uk/complaints</a> ; |
| <b>“Complaint Reference”</b>  | means a unique code assigned to your complaint that will be used to track your complaint;  |
| <b>“Level One”</b>            | means the first stage in our complaints handling procedure under which your complaint will be handled by a Complaint Handler; and  |
| <b>“Level Two”</b>            | means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint. Your complaint will be handled by an Appeal Handler.  |

### 2. Purpose of this Complaints Policy

2.1 Kirkham Chauffeur Services Ltd welcomes and encourages feedback of all kinds from our customers. If you have a complaint about our services, our customer service, or about an employee or subcontractor, we need to know. Not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.

- 2.2 It is our policy to resolve complaints quickly and fairly, and where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
- 2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about Kirkham Chauffeur Services Ltd, our services, our customer service, or about an employee or subcontractor;
  - 2.2.2 To ensure that everyone working for or with Kirkham Chauffeur Services Ltd knows how to handle complaints made by our customers;
  - 2.2.3 To ensure that all complaints are handled equally and in a fair and timely fashion;
  - 2.2.4 To ensure that important information is gathered from complaints and used in the future to avoid such a situation arising again.

### **3. What this Complaints Policy Covers**

- 3.1 This Complaints Policy applies to the provision of services by Kirkham Chauffeur Services Ltd, to our customer service and to our employees and subcontractors.
- 3.2 For the purposes of this Complaints Policy, any reference to Kirkham Chauffeur Services Ltd also includes our employees and subcontractors.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
  - 3.3.1 The quality of customer service you have received from Kirkham Chauffeur Services Ltd;
  - 3.3.2 The behaviour and/or professional competence of an employee or subcontractor;
  - 3.3.3 Driver and Vehicle standards, suitability, cleanliness or any other issues associated with the provision of services by Kirkham Chauffeur Services Ltd;
- 3.4 The following are not considered to be Complaints and should, therefore, be directed to the appropriate department:
  - 3.4.1 General questions about our services;
  - 3.4.2 Matters concerning contractual or other legal disputes;
  - 3.4.3 Formal requests for the disclosure of information, for example, under the Data Protection Act;

### **4. Making a Complaint**

- 4.1 All Complaints, whether they concern our services, customer service, or an employee or subcontractor, should be made in one of the following ways:
  - 4.1.1 In writing, addressed to Customer Care, Kirkham Chauffeur Services Ltd. 17 Coleridge Road, Cambridge, CB1 3PH, U.K;
  - 4.1.2 By email, to [customercare@kirkhams.co.uk](mailto:customercare@kirkhams.co.uk);
  - 4.1.3 By contacting us by telephone on +44 (0)1763 261116
- 4.2 When making a Complaint, please provide the following information in as much detail as is reasonably possible:

- 4.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your complaint is handled);
- 4.2.2 If you are making a complaint on behalf of someone else, that person's name and contact details as well as your own;
- 4.2.3 If you are making a complaint about a particular booking or transaction, please provide the Unique booking reference or invoice number;
- 4.2.4 If you are making a complaint about a particular employee or subcontractor of ours, the name and, where appropriate, position of that employee subcontractor;
- 4.2.5 Further details of your complaint including, as appropriate, all times, dates, events, and people involved;
- 4.2.6 Details of any documents or other evidence you wish to rely on in support of your complaint;
- 4.2.7 Details of what you would like Kirkham Chauffeur Services Ltd to do to resolve your complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

## 5. **How We Handle Your Complaint**

- 5.1 Kirkham Chauffeur Services Ltd operates a two-stage complaint handling procedure. Following our Complaints Procedure, we aim to always resolve complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two.
- 5.2 Level One:
  - 5.2.1 Upon receipt of your complaint, the Duty Manager identified above in Section 4.1 will log the complaint in our Complaints Log and will acknowledge receipt of it in writing or email within two business days, giving you a Complaint Reference.
  - 5.2.2 When we acknowledge receipt of your complaint, we will also provide details of your Complaint Handler. This may be the Duty Manager to whom your original complaint was directed (as above), or your complaint may be assigned to another appropriate member of our team.
  - 5.2.3 If your complaint relates to a specific employee or subcontractor, that person will be informed of your complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Complaint Handler, and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the complaint while we are working to resolve it.
  - 5.2.4 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all

reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your complaint.

- 5.2.5 We aim to resolve Level One Complaints within five business days. However, in some cases, particularly if your complaint is of a complex nature, this may not be possible. If this is not possible for any reason, you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.2.6 At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal.

### 5.3 Level Two:

- 5.3.1 If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within two business days, and have the complaint escalated to Level Two. Appeals are handled by Senior Manager or Director level members of our team.
- 5.3.2 Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged in writing within two business days. When we acknowledge receipt of your Appeal, we will also provide details of your Appeal Handler.
- 5.3.3 If your complaint relates to a specific employee or subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Appeal Handler, and we respectfully ask that you do not contact the employee, subcontractor in question directly concerning the complaint while we are working to resolve it.
- 5.3.4 If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your complaint.
- 5.3.5 We aim to resolve Level Two Complaints within five business days, however in some cases, particularly if your complaint is of a complex nature, this may not be possible. If this is not possible for any reason, you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.3.6 At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your complaint.
- 5.3.7 As we are regulated and licenced by South Cambridgeshire District Council you, as our customer, have the right to seek External Resolution of your complaint

from that organisation if you are not satisfied with the outcome of your Level Two Complaint.

5.4 External Resolution:

If you are not satisfied with the resolution of your complaint at Level Two you may seek External Resolution of your complaint from South Cambridgeshire District Council. For details of complaint and conflict resolution mechanisms available from South Cambridgeshire District Council, please contact them by post at South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA, by telephone on 03450 450 063, by email at [licensing@scambs.gov.uk](mailto:licensing@scambs.gov.uk), or via their website at <https://www.scambs.gov.uk/the-council/ways-to-contact-us/>.

**6. Confidentiality and Data Protection**

- 6.1 All complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees or subcontractors of Kirkham Chauffeur Services Ltd who need to know in order to handle your complaint.
- 6.2 We may ask for your permission to use details of your complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting the Duty Manager, whose details are provided above in Section 4.1.
- 6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

**7. Questions and Further Information**

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact the Duty Manager by post at Customer Care, Kirkham Chauffeur Services Ltd. 17 Coleridge Road, Cambridge, CB1 3PH, U.K, by telephone on +44 (0)1763 261116, or by email at [customer care@kirkhams.co.uk](mailto:customer care@kirkhams.co.uk).

**8. Policy Responsibility and Review**

- 8.1 Overall responsibility for this Complaints Policy within Kirkham Chauffeur Services Ltd and the implementation thereof lies with the Duty Manager and Senior Management.
- 8.2 This Complaints Policy is regularly reviewed and updated as required.
- 8.3 This Complaints Policy was adopted on 31/07/2019.
- 8.4 This Complaints Policy was last reviewed on 31/07/2019.