

Sullivan Buses Complaints Policy

Sullivan Buses view complaints as an opportunity to learn and improve for the future as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Sullivan Buses knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

We also appreciate and welcome compliments which we always pass on to the staff concerned and will consider promoting examples of best practice to our staff in general.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Sullivan Buses

Where Complaints Come From

Complaints may come from any person or organisation that has a legitimate interest in Sullivan Buses. This policy does not cover complaints from staff, who should use Sullivan Buses Discipline and Grievance procedures.

Media of Complaint

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the management of Sullivan Buses.

Review

This policy will be reviewed and updated as required.

Sullivan Buses Complaints Procedure

Contact Details for Complaints:

Written complaints may be sent to:

Sullivan Bus & Coach Ltd, Deards House, St Albans Road, Potters Bar EN6 3NE

Or;

By e-mail to: operations@sullivanbuses.com .

Verbal complaints may be made by phone to 01707 646 803 or in person at our office which is situated at:

Sullivan Bus & Coach Ltd, Deards House, St Albans Road, Potters Bar EN6 3NE

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a verbal complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Sullivan Buses (*for example: passenger, client, Hertfordshire County Council Official, TfL Official*)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

After we have obtained all the relevant details the complaint will be dealt with through stages as set out in Appendix 1.

Complaints about services operated on behalf of TfL will be forwarded from the TfL Customer Service Centre via SAPS/CRM to:

Chris Joseph: chris@sullivanbuses.com

Steve Simmonds: steve.simmonds@sullivanbuses.com

Responding to complaints

Sullivan Buses are committed to providing the highest level of customer care, which is why we have adopted a Complaints Policy based on TfL guidelines.

Sullivan buses will strive to actively listen to our customers and in doing so learn from our mistakes and continually try to improve the service we provide to our customers.

We aim to respond within **10** days of receipt of any complaint.

If we are unable to meet this target we will inform the complainant and provide an estimated date for a response.

Appendix 1

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about.

If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information will always be passed to one of the Managers below immediately or at the latest within 2 days:-

Chris Joseph: chris@sullivanbuses.com

Steve Simmonds: steve.simmonds@sullivanbuses.com

On receiving the complaint, the Manager records it in the complaints log.

If it has not already been resolved, they will delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, that person will be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 3 days.

The acknowledgement should say who is dealing with the complaint and when the a reply can be expected.

Ideally complainants should receive a definitive reply within 10 days.

If this is not possible because for example, an investigation has not been fully completed, the complainant should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should outline the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at a higher level.

At this stage, the complaint will be passed to a senior person.

The request for a review at a higher level should be acknowledged within three days of receiving it.

The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The person who receives Stage Two complaints may investigate the facts of the case themselves or delegate a suitable person to do so. This may involve reviewing the

paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they will be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One will also be kept informed of what is happening.

Ideally complainants should receive a definitive reply within two weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final.

External Stage

If the complainant is not satisfied they may complain to:

Bus Users UK - enquiries@bususers.org or phone 0300 111 0001

