

# **United Taxis Complaints Procedure**

## **Introduction**

United Taxis endeavours for high standards in customer service and we welcome feedback from individuals, users of our services and anyone who works with us, in all aspects of our service. We see all feedback as invaluable and helps us to evaluate and improve our service.

The objective of our complaints policy and procedure is to:

- Ensure everyone is aware how to make a complaint and how that may be handled.
- Ensure that complaints are dealt with fairly, sensitively and consistently within a reasonable time frame.
- Provide everyone with a fair and effective way to complain about our service.
- Ensure that complaints are monitored to help improve our service.

We therefore ensure that we:

- Will listen carefully to all complaints and will treat complaints as confidential, where possible.
- Record, store and manage all complaints accurately and in accordance with the Data Protection Act
- Investigate all complaints fully, objectively and within a reasonable time frame.
- Notify the complainant of the results of the investigation, this includes the action implemented (if any) to ensure similar does not reoccur.

## **Policy Statement**

United Taxis

- Is committed to providing a good standard of quality services to ALL customers, both business and personal.
- Will take seriously any concern or complaint and will investigate it promptly, aiming for resolution as quickly as possible.
- Will deal with all complaints confidentially (where possible).
- Will keep a register of all complaints.
- Will ensure that our complaints procedure (as a document or webpage) is available to anyone who asks for it.
- Recognises that our complaints procedure will be part of the process of monitoring the quality, effectiveness, and non-discriminatory nature of its services.

We recognise that all service users, agencies and organisations:

- Have the right to raise concerns or complaints about our service.
- Should have access to clear information about how to voice complaints and concerns, this is available on our website.
- Our complaints procedure is open to everyone who receives or requests a service from United Taxis and people acting on their behalf.

## **Definition of a Complaint**

The definition of a complaint is 'A statement that something is unsatisfactory or unacceptable', this is regardless whether the complaint is justifiable or not.

An individual, service user or organisation may make a complaint for any number of reasons, listed below are some of the most common:

- They feel United Taxis failed to provide a service or an 'acceptable' standard of service.
- They feel United Taxis or one of its employees mishandled a situation.
- They feel United Taxis or one of its employees provided an 'unfair' service.

This policy and procedure relate only to complaints received about United Taxis and its services.

## **Concern or Complaint**

It is important to establish the difference between concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of concerns developing into formal complaints.

We therefore ask that any individual, service user or organisation with a concern about our service, reports this to a member of staff or via our website, at their earliest convenience, for us to understand and attempt to deescalate concerns at our earliest opportunity.

If an individual is unhappy with the response to their concern and/or want to make a formal complaint, please follow the procedure below.

## **Complaints Procedure**

United Taxis aim to settle the majority of complaints quickly and in a satisfactory manner, this could be by way of an apology or an acceptable explanation to the complainant.

There are three stages to the complaints procedure:

- Stage 1 – The complaint
- Stage 2 – Investigation

## **Stage One – The Complaint**

The complaint can be written or if the complainant prefers, they can discuss the complaint with a member of staff who can express this for them via the staff website.

A complaint form is also available to use on our website (<https://556677.com/Feedback/Feedback-Form.html>) this form can be completed by the complainant.

The complaint should include the complainants name, pick up address, telephone number, nature or complaint and where possible details of the service used such as booking time and date.

Individuals, service users or organisations wishing to make a complaint should contact United Taxis via:

Website: <https://556677.com/Feedback/Feedback-Form.html>

Email: [customerservice@556677.com](mailto:customerservice@556677.com)

Post: United Taxis (Bournemouth)  
164 Holdenhurst Road  
Bournemouth  
BH8 8AS

## **Stage Two – Investigation**

All complaints will be managed by the customer service team. The customer service team may delegate parts of the investigation to the office manager or allocated director where necessary.

If the complaint involves a United Taxis driver, the customer service team must thoroughly investigate the complaint, this includes checking booking details, relevant calls, mapping of a job (where relevant).

United Taxis aim to provide an outcome to all complaints within 5 working days, this allows for thorough investigation. Occasionally investigations may take longer, particularly if the complaint is complex or if we require evidence from a third party.

We aim to provide the complainant details of the outcome and resolution, where appropriate. The outcome will not refer to any individual employees, drivers or groups of employees.

Where the complaint is upheld an apology should be offered.

If the complainant remains dissatisfied with the outcome from Stage Two they can appeal within 5 working days of the date of the outcome and progress to Stage Three.

## **Anonymous Complaints**

Complaints received anonymously will be recorded and considered, but action may be limited if further information is required, this helps us ensure a full and fair investigation.

## **Data Protection**

To process a complaint, United Taxis will hold personal data about the complainant, which the individual provides and which other people give in response to the complaint.

United Taxis will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public by United Taxis.

However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applied or allegations are made which involve the conduct of third parties.

United Taxis will typically destroy complaints files in a secure manner, 1 year after the complaint has been closed.

## **Monitoring**

Complaints are an important tool which, alongside data provided by surveys and user feedback, will allow United Taxis to learn about and better the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them.

To ensure United Taxis can learn from complaints the following data will be collected (where possible):

- Name, Address and Telephone Number
- Name of person dealing with the complaint
- Date of complaint and response
- Nature of complaint
- Action(s) taken / recommendations made in response to the complaint
- Lessons learnt