

DE VERE TRANSPORT LTD COMPLAINTS PROCEDURE

We always aim to give you the best possible service. Please tell us when we do well, when we fail to meet your expectations or how we could improve our services.

Making a Complaint to De Vere Transport Ltd

If you are unhappy with the service we have provided, please firstly contact our office by telephone **01787 460999** or email **info@deveretravel.com**. To help us deal with your complaint, please provide the following details:

- Name
- Telephone number
- Email
- Address
- Nature of complaint

We will ensure that all complaints are dealt with as quickly as possible – within two full working days - and that complainant details remain confidential as per the Data Protection Act 1998.

If you are still unhappy and feel your concerns have not been addressed please contact the Communications Manager via the above email address or in writing to:

**Communications Manager, De Vere Transport Ltd, Suite 1, Enterprise House,
Rippers Court, Sible Hedingham, Essex. CO9 3PY**

When you submit your complaint, let us know how you'd like us to respond (by email, post or by telephone). We'll normally send written replies within 7 working days from the date we receive your correspondence (this does not include weekends, or bank holidays).

If you feel the response from the Communications Manager is not satisfactory, you can contact our **General Manager** by writing to:

PRIVATE & CONFIDENTIAL
**General Manager, De Vere Transport Ltd, Suite 1, Enterprise House,
Rippers Court, Sible Hedingham, Essex. CO9 3PY**

The **General Manager** will conduct a final review of the complaint, usually within 10 working days and will respond with our final position and whether any further action will be taken.

We welcome your comments on how we can continue to improve our services and may contact you for your views on how we handled your complaint.

DE VERE TRANSPORT LTD COMPLAINT FORM – STAGE 1

Date	Complaint handler
Complainant	
Telephone Number	
Email address	
Address inc Postcode	
Nature of complaint – please include the following: Date and time - Staff Members involved - Witnesses to complaint - Full details of complaint.	
Initial investigation conducted by:	
Investigation results	
Approved by Management - Include date:	
Action required	
Complainant informed – inc date and communication method.	Staff members informed