



## **Drivers Plus Limited Complaints Procedure**

### Introduction

We are committed to providing high-quality services and value feedback from our employees/ workers/clients. This Complaints Procedure outlines how to raise a concern or complaint and how we will handle it.

### Purpose

The purpose of this procedure is to ensure that all complaints are addressed fairly, consistently, and promptly. We aim to resolve issues to the satisfaction of all parties involved.

### Scope

This procedure applies to all complaints made by employees/ workers/clients/ members of the public regarding our services. It includes complaints about the quality of service, staff behavior, or any other issues that may arise.

## **1 How to Make a Complaint**

### *1.2 Informal Resolution*

- For minor concerns, we encourage you to first speak directly to the staff member involved or a supervisor. Often, issues can be resolved quickly at this level. If not possible please contact Lisa Brewerton or Erin Kenny at Drivers Plus (contact details below).

### *1.3 Formal Complaint*

- If the issue is not resolved informally or if you prefer to make a formal complaint, please submit this in writing. You can do this by:
  - Email: [Lbrewerton@driversplus.co.uk](mailto:Lbrewerton@driversplus.co.uk) / [ekenny@driversplus.co.uk](mailto:ekenny@driversplus.co.uk)
  - Phone: calling Lisa Brewerton or Erin Kenny within the office on 01274 952133
  - In-person: Visit our office in office. Suite 3001 Backstone Business Centre, Blenwood Court, 451 Cleckheaton Rd, Low Moor, Bradford BD12 0NY
- Please include the following information in your complaint:
  - Your name and contact details
  - A clear description of the complaint
  - Any relevant dates or details
  - How you would like the issue to be resolved

## **2 Complaint Handling Process**

### *2.1 Acknowledgment*



- We will acknowledge receipt of your complaint within 5 working days. If more information is needed, we will contact you.

## 2.2. Investigation

- Your complaint will be investigated thoroughly and fairly. We may contact you for additional details or clarification.

## 2.3. Resolution

- We aim to resolve complaints within 20 working days. You will receive a written response detailing the outcome of our investigation and any actions we propose to address the issue.

## 3. Appeals

If you are not satisfied with the resolution, you can appeal the decision by:

- Submitting a written appeal to Lisa Brewerton (*Director*) within 10 working days of receiving the resolution.
- The appeal will be reviewed, and a final decision will be communicated to you within 10 working days.

## 4. Confidentiality

All complaints will be handled with the utmost confidentiality. We will only share information as necessary to resolve the issue.

## 5. Continuous Improvement

We use feedback from complaints to improve our services/products. Your input is valuable in helping us enhance our standards and practices.

## 6. Contact Information

For any questions about this procedure or if you need assistance, please contact:

- **Email:** [Lbrewerton@driversplus.co.uk](mailto:Lbrewerton@driversplus.co.uk) / [ekenny@driversplus.co.uk](mailto:ekenny@driversplus.co.uk)
- **Phone:** calling Lisa Brewerton or Erin Kenny within the office on 01274 952133
- **In-person:** Visit our office in office. Suite 3001 Backstone Business Centre, Blenwood Court, 451 Cleckheaton Rd, Low Moor, Bradford BD12 0NY

# RIVERSPLUS

