



Complaints Policy

October 2011

*Approved by Management Committee 17th October 2011
Next review due: October 2012*

Signed.....

Signed by the Chair on 17th October 2011

PURPOSE

This policy sets out the principles for handling complaints and feedback in HCT Group of companies.

DEFINITION

Customer complaint and feedback is defined into four different categories:

- Complaint – which is any expression of dissatisfaction with HCT Group’s services, staff or policies
- Query – this could be a general or specific request for information.
- Commendation – which is an expression of praise or approval for HCT Group or its services
- Suggestion – an idea submitted to HCT Group with the aim of improving our services

ORGANISATIONAL SCOPE

HCT Group is a social enterprise in the transport industry. We deliver commercial transport contracts to a high standard so that profits can be reinvested into further transport services in the communities we serve, into training services for people who are long-term unemployed and into employment opportunities for people in deprived communities.

HCT Group is committed to providing consistent, high quality services and values customer feedback.

POLICY CONTENT

This policy outlines HCT Group’s commitment to managing complaints well through a complaints system which is:

- Easy to Access
- Timely
- Confidential
- Informative
- Simple
- Fair
- Effective
- Monitored & Audited

EASY TO ACCESS

We will make access to our customer services teams as easy as possible, whether by written correspondence, email, fax, telephone, web-form, or other methods. We are

committed to making communication with us as easy and as straightforward as possible. We will assist people who have difficulty in contacting HCT Group due to disabilities or language barriers and we will always respond in your choice of communication.

We want to ensure HCT Group customers feel confident about making a complaint. We will provide support wherever necessary and inform customers of help they can access outside HCT Group

TIMELY

All feedback will be dealt with in a timely manner as follows:

- We will acknowledge your feedback within 5 working days
- We will reply in full within 10 working days of the date of the acknowledgement. If this cannot be provided for any reason, then we will provide an update on any investigation taking place.

CONFIDENTIAL

We will keep all personal details confidential, in accordance with applicable legislation and guidelines. However, we may share information with companies contracting or contracted to HCT Group to the extent necessary to resolve an issue or to be able to offer a reply.

You are not required to provide your details however in such cases, we will attempt to resolve the issue but we will not be able to provide you with any feedback.

INFORMATIVE & SIMPLE

We will aim to eliminate jargon and communicate in as clear and concise way as possible. Our response to your feedback will:

- Aim to answer all points of concern
- Be factually correct
- Aim to find positive, workable solutions

If you are dissatisfied with our response, we will tell you what options are open to you.

FAIR & EFFECTIVE

We will ensure that all customer complaints and feedback are handled in a fair and effective way. This means that we will deal with complaint and feedback without bias

towards any particular group or body and that we will be consistent and thorough in our approach.

MONITORED & AUDITED

We will log and monitor all feedback to ensure that we adhere to our promises and our obligations under any relevant legislation. We will also ensure that customer feedback is passed on to senior managers and other members of staff, in order to help improve services.

REDRESS

As part of valuing customers and customer feedback, we will seek to provide appropriate redress when required.

MAKING A COMPLAINT

Stage 1

The people who can best deal with a complaint are those who provide the service. So you should initially contact a member our Stakeholder Engagement Officer on (01481) 700456, who will be happy to assist you with your complaint. We can usually sort out mistakes and misunderstandings quickly and informally at this stage. We aim to acknowledge your feedback within 5 working days and reply in full within a further 10 working days. Our main contact details can be found below.

Stage 2

If you are unhappy with the outcome of Stage 1, you can take the matter further. You can contact the Assistant Operations Manager, who will ensure that your complaint is fully investigated. We aim to respond within 10 working days. However, when a complaint is complicated we may need longer. We will explain the reasons for any delay and state when you could expect a full reply. You can write to the Assistant Operation Manager at CT Plus Guernsey Limited, Les Banques, St Peter Port, Guernsey, GY1 2HZ

Stage 3

If you are still unhappy after the Stage 2 investigation, you have a right of appeal to the Head of Operations at CT Plus Guernsey, who will arrange for a full investigation of your complaint to be carried out by an independent person. This will be aimed to be completed within 15 working days, but you will be kept informed if it is likely to take any longer. The findings and final outcome is then passed to the Head of Operations for consideration. When making your Stage 3 appeal please explain why you still remain dissatisfied and what you expect from a further review. You can write to the Head of Operations at CT Plus Guernsey Limited, Les Banques, St Peter Port, Guernsey, GY1 2HZ

How to contact us

We genuinely value all customer feedback and want customers to feel confident about sharing their good and bad experiences with us, which we will continually use and monitor to improve our services.

Here is how to contact us with your feedback:

Phone: (01481) 700456 (09:00 – 17:00 Mon to Fri)

Email: information@buses.gg

Post: CT Plus Guernsey Limited
Les Banques
St Peter Port
Guernsey
GY1 2HZ

You can also report issues to us via the feedback form on our website at http://www.hctgroup.org/the_hct_group/ct_plus_guernsey/feedback_15