

## **Duncan Private Hire Feedback & Complaints Policy**

Duncan's are committed to providing a high quality and efficient service to our customers and stakeholders.

We aim to:

Address the needs and requirements of all our customers and users through provision of relevant, comprehensive and up-to-date information and advice to modern standards and to appropriate specifications.

Determine customer/client needs and requirements through consultation and provide work of assured quality within the context of an agreed framework of standards against which it can be judged.

Operate at all times to the highest professional standards; emphasise impartiality, confidentiality, reliability and promptness, and value for money.

Treat people at all times with courtesy and respect, and in a professional manner.

These standards demonstrate our commitment to best practice procedures and will be continuously reviewed in line with government recommendations.

We welcome feedback, good or bad, from customers and stakeholders on the quality of the products and services that we offer — Tell us what you Think.

### **Complaints**

If you are dissatisfied with the service you have received, in the first instance contact the person who dealt with your initial requirements as they are best placed to put matters right as quickly as possible. If then you remain dissatisfied with the response or your complaint is about a member of Duncan's staff, you may wish to make a formal complaint in writing by post or e-mail to Manager:

Duncan's Private Hire  
6 Lysander Road  
Melksham  
SN12 6SP

If you make a formal complaint, please provide all relevant information to help us deal with the issue as quickly as possible. We will send you a written acknowledgement of your complaint within five working days and will endeavour to provide a full response as soon as possible. The Director, Peter Simpson, may initiate further investigations and reply to you directly with his findings.

We aim to provide a full response within twenty working days unless we need further information from you.