

**Duncan Private Hire – Feedback & Complaints Policy**  
*Committed to Excellence in Service*

At Duncan Private Hire, we are committed to delivering a high-quality, reliable, and professional service to all our customers and stakeholders. Your feedback is essential in helping us maintain and improve our standards.

**Our Service Commitment**

We strive to:

- Deliver clear, accurate, and up-to-date information tailored to the needs of our customers and in line with current best practices and specifications.
- Understand our customers' expectations through regular consultation and provide services that meet agreed quality standards.
- Maintain the highest levels of professionalism, with a focus on impartiality, confidentiality, reliability, and value for money.
- Treat every individual with courtesy, respect, and professionalism at all times.

These service standards reflect our dedication to continuous improvement and are regularly reviewed in line with evolving best practice and government guidance.

**Your Feedback Matters**

We actively welcome all feedback—positive or negative—as it helps us refine our services and continue to meet your expectations.

If you have a suggestion, compliment, or general comment, we encourage you to contact us. Your views are important, and we value every opportunity to learn and improve.

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**Making a Complaint**

If you are unhappy with any aspect of the service you have received, we encourage you to raise the issue as soon as possible:

1. Initial Resolution  
Please contact the team member who originally handled your request. They are best placed to understand and resolve your concern quickly and efficiently.
2. Formal Complaint  
If you are not satisfied with the initial response or your concern relates to a member of our staff, you may submit a formal complaint in writing. Please include all relevant details to help us investigate the matter thoroughly.

**Contact Details for Formal Complaints:**  
**Duncan Private Hire**  
6 Lysander Road

Melksham  
SN12 6SP

✉ Email: [Insert email address if applicable]

### **3. Our Response**

- You will receive written acknowledgment of your complaint within five working days.
- We aim to issue a full response within twenty working days. If further information is needed, we will keep you informed of any delays.
- In some cases, the Director, Peter Simpson, may conduct a detailed review and respond personally with the outcome.

At Duncan Private Hire, we take all feedback seriously. We are committed to resolving complaints fairly, transparently, and promptly—ensuring every customer feels heard and respected.

**Tell Us What You Think – Your Voice Matters.**