**Complaints Policy**

1. Introduction
   1. Ealing Community Transport (“**ECT**”) welcomes and encourages customers’ comments, suggestions and feedback so that every effort can be made to improve the service.
   2. Whilst ECT aims to deliver a customer-focussed service, there may be occasions where ECT has not meet customers’ expectations. As such, customers may wish to complain about a service they have received.
   3. For the purposes of this policy:
      * + a “complaint” is considered to be any expression of dissatisfaction, whether justified or not, about any aspect of ECT; and
        + “customers” include clients, passengers or a member of the public who legitimately represents someone who uses or wishes to use or is affected by the services provided.
   4. All confidential information will be handled sensitively and in line with all relevant data protection legislation and ECT’s Data Protection & Confidentiality Policy.
   5. This policy is available to all customers and overall responsibility for its implementation lies with ECT’s Board of Trustees.
   6. This policy should be read in conjunction with all of ECT’s policies, procedures, guidance and other related documents
2. How to make a complaint
   1. Customers wishing to make a complaint should raise their concern in the first instance as follows:
      * + speak to a driver or passenger assistant;
        + speak to a manager by telephone or by visiting the office;
        + write via email, letter or the contact form on ECT’s website.

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1. Procedure for handling complaints
   1. ECT will handle all complaints appropriately, fairly, thoroughly and in a timely manner.
   2. Once the customer has lodged a complaint as outlined in paragraph 2 of this policy, the manager investigating the complaint and will respond to the complainant in writing or verbally as preferred by the complainant.
   3. If the customer remains unsatisfied with the reply or has concerns regarding the handling of their complaint, the customer should:
      * + submit their complaint in writing to the relevant depot’s general manager; or
        + ask to speak with the relevant depot’s general manager, who will revert as soon as possible in the event that they are unavailable.
   4. If the customer remains aggrieved after following the steps outlined above, they should then write to the:
      * + Chief Executive who will investigate the complaint and reply within 10 working days; or
        + Chair of the Board of Trustees who may wish to meet with the customer, conduct an investigation and/or arrange a further meeting between the customer and appropriate staff members. It is important to note that the Trustees’ principle role is to be responsible for the implementation of this policy rather than the provision of any resolution of the complaint. The Trustees will respond to the written complaint within 10 working days.
2. Review of complaints
   1. Each complaint received will be logged by the receiving manager.
   2. Each depot manager will conduct a review of complaints at least monthly and the handling, outcome and lessons learnt from the complaint will be logged for review at the TMT meeting.

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| **Version** | **Comments** | **Edits by:** | **Date approved** |
| 2 | General edits and updates | C. Murray-Lyon | Approved by board on 12.12.16 |
| 3 | Updated version | C. Murray-Lyon | Approved by AW 11.11.19 |
| 3.1 | Minor changes + Annual review | P Chodzko-Zajko | Approved by AW 18.11.20 |
| 3.2 | Annual review | B. Casement | Approved by TMT 3.11.22 |
| 3.3 | Annual review – minor edits | J. Chesters | Approved by TMT 25.10.23 |
| 3.4 | Annual review – change to name and minor edits | C. Murray-Lyon | Approved by TMT 06.11.24 |