

# Chester Radio Taxis Complaints Procedure

## **Chester Radio Taxis**

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## **Complaints Handling Policy**

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Office Manager, who will review and investigate your complaint.
3. Our Office Manager will then contact you to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. We will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for one of our Directors, someone unconnected with the matter at the Company, to review the Office Manager's decision.
6. We will contact you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

**November 2018**

*Directors: Mr F McCormick, Mr M Tice, Mr K Jones.*