



Complaints Policy

The purpose of this policy is to minimise customer dissatisfaction and to ensure that all complaints from all interested parties are dealt with promptly and efficiently.

This policy applies to all activities of J Swingler Transport.

It is the responsibility of the Proprietor or the designated deputy to ensure that this policy is implemented and fully operational.

Complaints include grievances and objections made against the company and/or drivers. They may include complaints from;

- Customers
- Members of the public
- Enforcement/regulatory bodies including DVSA/FORS
- Grievances from members of staff

On receipt of the complaint, it is recorded by the person receiving the complaint onto a Complaints Form, (BMF006) and then the completed form is then passed to the Operations Manager for recording and delegation at the earliest opportunity.

The Operations Manager notes the reason for complaint and assesses whether to:

- a) Arrange to investigate the complaint fully or:
- b) Accept the complainant's evaluation as correct.

Contact is then made by the Operations Manager with the complainant, acknowledging receipt of the complaint. All complaints shall be recorded and investigated within 10 working days to identify the validity of complaint, failures within the BMS and any corrective actions needed to both rectify and prevent further occurrences.

If the complaint is found to be valid, it will be dealt with in accordance with the Customer complaints procedure (BMP006) and will be discussed at the next Management Review meeting.

All complaints, whether held or dismissed, are filed as quality records.

On completion of the investigation the complainant will be notified in writing of the outcome.

A handwritten signature in black ink, appearing to be 'Anthony Thompson', is written over a faint, light blue circular stamp.

Signed: _____
Anthony Thompson
Proprietor

BMS 006	Rev 2	2 January 2024
Reviewed Michelle Woodward		Renewal due Jan 2025