

## **COMPLAINT'S POLICY**

JWS have a rigid complaint's handling procedure. All complaints are dealt with by a member of JWS staff trained in customer service and complaint handling. All complaints are logged onto a complaint form detailing:

- Customer / member of the public details
- Details of the complaint
- Staff member handling the complaint
- Date, time and location of the complaint
- Corrective action taken
- Conclusions

Once the complaint has been received the customer is called or emailed to inform them of the action being taken and the time frame for resolution. If the time exceeds 24 hours the customer is called or emailed again to ensure customer commitment and good customer communication and care. Once the complaint has been resolved an email is sent out to the customer in regards to the complaint detailing what JWS are doing to ensure the issue does not repeat itself. All correspondence of the complaint is then filed in the Customer Services Department.

The person responsible for taking the complaint or request at JWS in the first instance has the responsibility to ensure that the complaint or request is dealt with, therefore certain trained staff members are assigned to handle and deal with complaints and requests when they are received and the customer is given the name of the staff member that has been assigned to deal with the complaint or request from start to finish.

The following steps are taken on receipt of a complaint or request:

- A complaints form is completed online and the form is submitted to the relevant Department for investigation and rectification.
- Once the complaint/request has been received, the customer is called or emailed to inform them of the action being taken and the time frame for resolution. If it exceeds 24 hours the customer is called or emailed again to ensure customer commitment, good customer communication and care.
- Once resolved the customer is informed and the complaints form is reviewed and signed off by the Managing Director.
- An email or letter is sent out to the customer in regards to the complaint to inform them what JWS are doing to ensure the request has been completed or the complaint satisfied.
- The complaint/request is logged and reviewed in quarterly Quality MBR Meetings and if necessary notes are added to the driver tickets which can be viewed on the handhelds so all staff including drivers are aware of the complaint or request and can ensure that the issue doesn't arise again or the request is carried out.
- The customer should be called on the next day of service to ensure the service went as planned and a second call is made a month later to ensure complete customer satisfaction.

All complaints logs are reviewed by a Managing Director and where necessary discussed in Management meetings and Board meetings.