



Halesworth Area Community Transport

Complaints & Accolades Policy

Introduction

A community transport organisation should seek to offer a high quality service to all passengers. Accolades help to maintain morale within the organisation and encourage working towards higher standards and performance.

However, the organisation understands that there will be times when passengers who use the service wish to make suggestions to help improve the service offered, or to complain about a service they have received. It should ensure that everyone who avails of the service is aware that they have the right to raise concerns or make a complaint.

Suggestions should be welcomed, accolades passed to staff and volunteers and complaints appropriately investigated and acted on, as necessary, as they all help improve its services.

Accolades and Suggestions

Accolades may come in a variety of forms, written or oral and should be passed to staff and volunteers as appropriate, and the Management Committee advised.

What is a Complaint and what are its Aims?

A complaint is where the passenger or assistant to the passenger is not satisfied with the service they get from an organisation. A complaints procedure aims to:

- address any concerns about the service passengers receive or should be receiving;
- deal with complaints thoroughly and sensitively;
- resolve matters at any stage of the procedure and as early as possible;
- Initiate positive action by looking at the effect of the resolution of a complaint on the provision of service, and implement changes as appropriate.

The HACT Complaints Procedure sets out the organisation approach to dealing with a complaint.

Complaints are most likely to be in the following areas:

- Dissatisfaction with the service or the failure to deliver a service;
- quality and repair of the vehicles;
- a dispute between the organisation and the passenger regarding policy, procedures and practices;
- discourtesy or unhelpfulness on the part of the staff or volunteer;
- Discriminatory or offensive behaviour on part of the staff or volunteer.

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Who can Complain?

People who can complain are passengers using the service or a person who legitimately represents someone who uses or wishes to use the service.

Making a Complaint

An organisation should be committed to providing a high level of service to its passengers. Every effort should be made through the implementation of good business practice to ensure a good quality service is delivered. There may be occasions where an organisation may not meet passenger service expectations. If the passenger does not receive a satisfactory outcome the organisation needs to know, as this will help to improve the service.

The person dealing with the complaint will try to assist in whichever way is appropriate (e.g. putting the passenger's complaint in writing). If a passenger wishes to make a complaint verbally, they can bring someone along, either for support or to act on their behalf.

Implementation of the Complaints Procedure

It is the responsibility of the organisation to make staff, volunteers and passengers aware of the Complaints Procedure. It should be drawn to the attention of staff and volunteers during induction and a copy readily available. A statement for passengers should be displayed in public-access areas and vehicles of the organisation.

At all stages of the procedure consideration should be given to the possibility of legal action arising and appropriate advice taken as necessary before responding to a complaint.

Stage 1

1. Verbal complaints should be diffused at the time if at all possible, whilst drawing the attention of the complainant to the statement for passengers, and a note made.
2. If not resolved, the complainant should be directed to contact the Halesworth Area Community Transport (HACT) office about the complaint, (verbally, in writing, by email or online), and mistakes and misunderstandings sorted out in an informal manner if possible.
3. The complainant should be facilitated as much as possible and a note made of the complaint and outcome.

Stage 2

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- If the initial discussion does not address the passengers concerns fully at Stage 1, then they can take this matter further. Within five working days HACT will send a letter acknowledging the complaint, asking the passenger to confirm the details in writing (if not already done so), and advising that the complaint will be thoroughly investigated.

The aim of HACT will be to investigate and respond to the complaint within one month. If this is not possible the complainant will be advised, in writing, of reasons for any delay and state when the passenger can expect a full reply.

The complainant will be advised, in writing, of the findings of the investigation and any action to be taken, and of their right to appeal.

Stage 3

- Trustees further.

At Stage 3 the passenger should be asked to clearly outline why they are still not satisfied and what outcome they expect from a further review. Trustees designated for the purpose and not previously involved, will carry out a full review of the complaint within one month. If this is not possible the complainant will be advised, in writing, of the reasons for any delay and state when the complainant can expect a full reply.

A meeting with the complainant may be arranged if necessary.

The complainant will be advised, in writing, of the findings of the investigation and any action to be taken, and that the matter is now closed.



Policy & Procedure Review

This Policy and Procedure will be reviewed regularly and at least annually, any amendments made and staff and volunteers advised accordingly.

Signed on behalf of Halesworth Area Community Transport:

Signed.....*JM Howell*.....

Position.....Operational Manager.....

Date.....24/01/2024.....



Halesworth Area Community Transport Complaints Statement

Halesworth Area Community Transport (HACT) believes in the core principle of “customer first”, assisting group members, customers and passengers with their transport and travel choices whilst using HACT services. HACT believes that its work is based on an on-going process of review and a willingness and commitment to monitor, reflect and learn.

If HACT fails to provide a service of a standard acceptable to their users, it needs to know about it. This will help to identify any underlying problems or issues within the organisation and enable HACT to make the necessary adjustments to stop them happening again. In cases of individual problems or issues with the service. HACT will actively seek to investigate and address concerns in order to achieve a satisfactory outcome for all parties concerned.

Complaints by staff and volunteers are dealt with through HACT management procedures. General satisfaction levels with the services that HACT provides is monitored through its log sheets, annual customer satisfaction survey and evaluation forms. HACT Quality Assurance Policy and Equal Opportunities Policy set out a more detailed commitment to good customer care and community relations.

HACT policies are reviewed annually and their effectiveness is measured during day to day monitoring its work and any changes made and communicated as necessary.

Signed on behalf of Halesworth Area Community Transport

Signed.....*JMHowell*..... Date:24/01/2023.....

Position.....Operational Manager.....

Dated.....24/01/23.....

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