

Complaints Policy

QD39.1



The management of all complaints is in partnership with our customers and we will operate in accordance with their internal complaints process.

Aims and Objectives

The aims and objective of the Complaints policy is to ensure that all customer/member of the public issues and / or complaints are dealt with as promptly, efficiently and effectively as possible.

We ensure that our customers/members of the public have one point of contact when dealing with their complaint from start to completion, thereby ensuring a swift and trouble free resolution.

The company has dedicated staff to deal with complaints from customers and members of the public have the autonomy on the overall decision of the issue/complaint.

1. All complaints will be taken seriously and the resolution of these will be prompt.
2. All complaints will have an acknowledgement sent out within one hour of receipt to customer or member of the public.
3. We will endeavor to resolve all complaints and close off within two working days maximum.
4. The customer/member of the public will be notified every day after the complaint has been open.
5. In the event where the complaint needs to remain open for longer than five days to ensure a satisfactory conclusion, the customer/member of the public will be given a guideline as to when the complaint will be closed.
6. A complaints database will be used to log all issues / complaints received to ensure a robust audit trail is maintained.
7. All issues will be dealt with by a Senior Manager immediately to prevent them becoming more serious.
8. Upon conclusion of a complaint a resolution communication will be sent out to complete the process. If a letter is not required, the customer or member of the public will receive verbal confirmation that the complaint has been closed and this will be logged.
9. If a complaint is rejected, a Complaint Closure letter will be sent to the customer/member of the public.
10. If the customer/member of the public is dissatisfied with the resolution they have a right of appeal to the Directors.

SAFETY BEYOND COMPLIANCE

**Ferguson Transport (Spean Bridge) Ltd: SC156545; Ferguson Shipping (Kishorn Port) Ltd: SC317803
Registered Office: Annat, Corpach, PH33 7NN**

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