

Policy brief and purpose

This policy outlines and instructs the procedure to take when receiving a complaint that is transport related. This policy deals with both safety and quality and aims to prevent future recurrences.

Scope

This policy applies to all our employees and drivers who might be affected by a road related complaint which applies to verbal and electronic complaints.

Policy elements

The person/persons receiving a complaint will be obliged to forward it to the relevant department. The complaint may be directly emailed to the correct party using the company structure on the K Rouse website or through the K Rouse social media platforms. If this is not the case all road related complaints must be directed to the transport department where they will be reviewed promptly and thoroughly. This process aims to minimise any negative repercussions on the company, identify any negative trends in driving and satisfy the complainer. Complaints made against the company or drivers are to be kept and maintained on a central database or record that can be easily accessed.

All transport/ road related complaints will be directed to James Manning

Email: James.manning@krouse.co.uk

Landline: 0113 2046900

Mobile: 07738728300



Signed:Managing Director
Date: March 2021

