

COMPLAINTS HANDLING POLICY

We aim to provide a good level of service and welcome all feedback that helps us do this. If something went wrong with your hire, then it is our objective to fix it as fast as we can and learn for the future. All feedback is important to us as it helps us to continually improve our service. We also would love to hear from you if you have a commendation about one of our members of staff.

You can contact us:

By telephone: 01827 51736 (9am – 5pm)

Email: enquiries@merciantt.com

Website: www.merciantt.com

By Post: Lovell, Lichfield Road Industrial Estate, Tamworth, Staffordshire, B79 7TA

As much detail of your complaint as possible will help us. If it is about a specific journey, then it helps to provide:

- Your Private Hire reference number
- Date, time, location of the incident

Please check this carefully as incorrect information may lead to delays in investigating your complaint, or the outcome that we reach. In some cases, we may ask for details of your key card, mobile ticket account, or partial details of your contactless payment card if your complaint relates to one of those payment methods.

Our Response

All complaints are logged and investigated. Complaint investigations are monitored and may be audited to ensure they are handled correctly and within the timescales set out in this policy. The outcomes of investigations are discussed by senior management and where required; we make changes to ensure we learn.

Unless you specifically ask for us not to respond to a complaint, this is what you can expect:

- An acknowledgement of your complaint and a reference number on the day it is raised.
- A reply with an outcome to your complaint will be provided as soon as possible, but at the latest, we aim to do this within five working days. If that cannot be done, after five working days you can expect an update on any investigations taking place. We will also provide an expectation of when we will be able to provide a full response
- A full response will be provided no later than ten working days after your complaint has been made

We aim to provide a high standard response to your feedback. If our response does not meet your expectations, please let us know as soon as possible, but no later than ten working days after we provide our final response. Your complaint will be handed to a senior member of staff to review the initial outcome and take further action should they deem it necessary. This will be done within five working days of you telling us you are not happy with our response.

Mercian Travel & Tour - January 2023