

## Complaints and Feedback Policy

**Purpose:** This policy provides guidelines for the actions to take in the event of a customer complaint or feedback (referred to as feedback hereafter).

1. At Redline we strive to put our customers first, building positive partnerships through providing a first-class service. Whilst all our staff are carefully selected and undergo rigorous induction programmes supported by continuous professional development, we recognise that we may fall short of the high standards we aspire to. Accordingly, this procedure exists in order that we can rectify matters in a timely and efficient manner and, more importantly, learn from the experience.
2. If any customer is unhappy with the service that they have received from Redline (or an associated partner of Redline) or has any concern relating to the company ethos or procedures, we encourage the customer to talk to the appropriate department manager immediately. All customer feedback, where action or a review is required, is to be recorded on the Customer Feedback Tracker (refer to departmental manuals for complaint recording criteria). The Customer Feedback Tracker automatically notifies all departmental managers and the Managing Director, irrespective of the department, nature of the complaint or feedback. Responsibility is initially assigned to the department responsible, though may on further investigation be escalated accordingly. All feedback is addressed as a matter of priority, with routine reviews undertaken as a standing agenda item in monthly quality management meetings.
3. Where feedback specifically complains about an individual within Redline, the nature of the feedback is to be entered on the form, but the name of the person is NOT to be entered. In such cases, the relevant manager receiving the feedback is to inform HR who will investigate and deal with it through established HR processes.
4. We aim to resolve any complaint or feedback as swiftly as possible through dialogue and mutual understanding. We will be fair, open and honest, and give careful consideration to each matter. In all cases, we put the interests of the customer and our staff above all other issues. We will provide sufficient opportunity for matters to be fully discussed and then resolved.
5. If a customer feels that the matter requires escalating above a departmental manager, we encourage them to discuss their feedback with one of the company Heads of Department who may be contacted by calling the office on 01302 288360. If the customer is not satisfied with the resolution of their matter, it will be passed to the Managing Director for further discussion where the customer may be represented. We aim to solve all complaints or feedback within the management structure of Redline.
6. The Regulator (DfT) will be notified immediately of any serious complaint, feedback or incident relating to a DfT mandated training course or delegate. Likewise, customers have the right, as a last resort, to appeal to either the DfT or in extreme cases the Secretary of State for Transport, if they still feel that their complaint or feedback has not been properly addressed.
7. If the customer is still not satisfied with the outcome, then they should write to the DfT at:

**Industry Regulatory Body – Department for Transport**  
Department for Transport  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

8. If adverse feedback is made to the DfT by a customer, the DfT will visit Redline (possibly unannounced) to investigate the nature of the complaint or feedback and discuss appropriate remedial actions.
9. This policy is to be made available to all our customers upon request.