

Complaint Policy

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.

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 complaints are to be recorded on a Customer Complaint Form, with an 'Action Required Form' (QFA001) raised, where required. The Customer Complaint Form is automatically registered within the Customer Complaint Smartsheet, with Administration notified of its registration. Complaints are then assigned to either a manager or director for further investigation.

We will be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaints through dialogue and mutual understanding and, in all cases, we put the interests of the customer and our staff above all other issues. We will provide sufficient opportunity for any complaint to be fully discussed and then resolved.

If a customer feels that the matter requires escalating above a departmental manager, we encourage them to discuss their complaint with one of the Company directors who may be contacted by calling the Office on 01302 288 360. If the customer is not satisfied with the outcome of the complaint, then the complaint will be passed to the Board for further discussion; the customer may be represented at the associated Board meeting. We aim to solve all complaints within the management structure of Redline.

The regulator (DfT) will be notified immediately of any serious DfT complaint 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 has not been properly addressed.

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

If a complaint is made to the DfT by a customer, the DfT will visit Redline (possibly unannounced) to investigate the nature of the complaint and discuss appropriate remedial actions.

This complaints policy is to be made available to all our customers upon request.



Craig Harrison
Managing Director