

Complaints Policy Statement

Introduction

The A1 Group is committed to providing a high standard of service to its employees, customers, supplier sand clients. The key principles of the business policy on the handling of complaints are outlined below.

Scope

This policy is applicable to all employees (if a complaint is made then this will be treated in line with our Grievance procedure), Clients/customers, Suppliers of the A1 Group

Aims and Objectives

If we are to succeed in providing a high-quality service, we must continually look at our performance and try to improve it.

In dealing with complaints, we aim to ensure that:

- Making a complaint is as easy as possible for you
- We issue a written reply within 10 working days. However, if for some reason that is not possible, we will advise you of the reason for the delay
- We identify areas where repeated problems are occurring and take steps to improve our service.

Our objective is to put things right for the customers wherever possible, learn from where we went wrong, and make sure that we do not make the same mistake again.

How can I make a comment or complaint to The A1 Group?

The A1 Group hope to make your experience of dealing with us an excellent one and we welcome your comments, suggestions and details of satisfaction (or dissatisfaction) about the service you have experienced when contacting us or using any or our services or products. We would also like to hear if a particular member of staff has provided you with exceptional service.

What we will do

All employees, suppliers, clients and customers of The A1 Group are dealt with seriously and impartially and are responded to promptly – regardless of the subject matter, medium or the country in which the complaint has been made.

We aim to acknowledge your complaint within **3** days and will seek response to feedback or resolution of complaints within **10** working days.

We will draw on information received from your customer comments and complaints to improve our services and products.

What to do next

How to make a comment or complaint:

Contact the person or department or office that you have already dealt with to fully explain your views or situation and ask for a response or assistance

Or

Email: stuart@a1groupuk.com who is the person who will handle complaint.

Or By Telephone on Direct Tel: 01183 383620 / Main Tel: 01189 894652 - (Monday to Friday 08.00 – 17.00)

By Post to – Stuart Cawthorne, Transport Manager, Highland Avenue, Silver Birches, Wokingham RG41 4SP

Please provide your name, postal address and/or email address and/or telephone number so that we can respond to you.

You may want to devise some performance targets for The A1 Group and if so then insert the following

The A1 Group's Customer Service Standards and performance targets are set out on our business web site at

www.centuriontravel.co.uk

These standards outline our commitment to customers and our targets for achieving these standards.

Who will deal with your comments or complaint?

We aim to resolve most issues at the first point of contact. The first member of staff who receives a communication from a customer is empowered to “own” the comment or complaint and see it through to resolution, although he or she may have to liaise with other colleagues to gather the necessary information to respond effectively to the customer.

In more complex cases suppliers, clients and customers may receive the response to their comment or complaint from the person or department who is responsible for that aspect of our work.

In the infrequent cases where a customer's comment or complaint is of a serious nature the complaint may be referred to The A1 Group's Managing Director

Taking it further

When things have gone wrong we will do our best to resolve matters quickly and fairly we will:

- Explain what went wrong
- Apologise when it is appropriate
- Take action to remedy the situation, when possible

If you are not satisfied with the response you receive, you can take the matter further by contacting the Managing Director at our head office in Reading.

Complaints that are not able to be resolved to our suppliers, clients and customer's satisfaction can be escalated to the Managing Director. We will provide you with details of how to do this when we respond to your complaints.

If following this, you remain dissatisfied, then you may be able to refer your complaint to an external body for review.

All supplier, clients and customer comments and complaints are reviewed carefully, added to a wide range of internal and external measurements of our service performance and used to collate data of your perceptions and experiences.

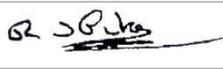
These are shared across The A1 Group's business with a view to improving our products and services.

External review

If you have an external body who governs your business, you can add the following

Employees, Suppliers ,clients and Customers who are not satisfied with the response they receive can ask to have their case reviewed by an external body. The Managing Director will provide you with more information about the options available to you when he responds to your complaint. The external review of complaints about The A1 Group is undertaken by Stuart Cawthorne, Transport Manager, Highland Avenue, Silver Birches, Wokingham RG41 4SP

The Company will make all employees aware of this Policy.

Signed: 

Date: 1/1/24

Russell Pike - **Managing Director A1 Group**

Next Review date the policy will be reviewed at fortnightly intervals until January 2025

