

Customer Complaints Policy Statement

Introduction

Centurion Travel Limited is committed to providing a high standard of service to its customers. The key principles of the business policy on the handling of complaints are outlined below.

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 Centurion Travel Limited

Centurion Travel Limited 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 of 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 customers of Centurion Travel Limited 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: Coach-hire@centuriontravel.co.uk

By Telephone on - 01761 417392 (Monday to Friday 09.00 – 17.00)

By Post to - Centurion Travel Ltd, West Road Garage, Midsomer Norton, BA3 2TP

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

Centurion Travel Limited'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 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 Centurion Travel Limited'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 Midsomer Norton.

Complaints that are not able to be resolved to our 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 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 Centurion Travel Limited's business with a view to improving our products and services.

External review

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 Centurion Travel Limited may be undertaken by The Confederation of Passenger Transport.