

Fairdeal Cabs Complaints Procedure

At Fairdeal Cabs we always welcome positive & negative feedback from all of our customers. Should you wish to make a complaint to Fairdeal Cabs regarding the service that we have provided to you then this can be done by telephone (01506 499111), email (fairdealcabs@hotmail.co.uk) or by letter addressed to (Fairdeal Cabs, Suite 37, Geddes House, Kirkton North, Livingston, EH54 6GU).

We must state that we do our best to ensure that all customers are happy with the service that we provide to you, however we do understand that sometimes these standards are not met or due to other circumstances you may not be happy with this service.

Once we have received a complaint from yourself & are unable to give you a satisfactory answer without further investigation, we will then speak to all people involved with your complaint, once we are satisfied that we have all the information required then we will contact yourself to inform you of our findings. We do find that in most cases of complaints that there has been a misunderstanding between both parties & the complaint is usually resolved with speaking to everyone involved.

Once we receive a complaint from a customer we then aim to deal with this request within 7 days were possible, as in some cases of holidays, shift work & ill health may play a part in delaying this time scale. We will acknowledge your complaint as soon as it has been received by an investigating manager, this manager will see your complaint through from beginning to completion.

If you are not satisfied that this complaints policy has been followed you can contact the Licensing Team @ West Lothian Council by emailing licensing@westlothian.gov.uk

Regards
Claire Leckie
(Office Manager)

FAIRDEAL CABS CUSTOMER COMPLAINT PROCEDURE

1. Our aim is to maintain & improve an excellent level of service to all our customers, we are committed to providing an excellent service to our existing and future customers. We can only improve our service by listening to your comments, both negative and positive as complaints help us to recognise when we have delivered good customer service but more important help us when we have failed to deliver a good service to you the customer.
2. We welcome your views about the quality and impact of our service to you. Any suggestions that you may have may help us to improve the level of service that we provide to you. Should you have a concern or complaint concerning our service you may contact us at Suite 37, Geddes House, Kirkton North, Livingston, EH54 6GU or alternatively you may call us on 01506 499111.

3. RAISING A COMPLAINT WITH US

We aim to ensure that raising a complaint with us is as easy as possible, we shall;

Treat your complaint seriously.

Deal with your complaint promptly and where appropriate deal with it informally – by telephone or face to face.

We shall apologise were we have not provided an acceptable level of service to you. We will also provide you with evidence of any corrective action that we may take regarding your complaint.

All complaints will be treated seriously but will be dealt with at the lowest operational level with Fairdeal Cabs in order that we may resolve your complaint as soon as possible [within 7 working days].

Failure to resolve a complaint within 7 working days

Should there be a failure to resolve an issue or complaint regarding our service, your complaint shall then be handed over to William McMaster (Director) who will endeavour to reach a satisfactory outcome regarding your complaint [within 14 working days].

Please note the following.

Fairdeal Cabs will not accept any complaint or issue for investigation which has been made anonymously.

Fairdeal Cabs operates a zero tolerance policy towards any verbal or physical abuse that is directed at any of our staff, whilst we can appreciate that you may feel angry or upset if we fail to deliver an acceptable level of customer service to you, under no circumstance will we accept abuse from you the complainant when you raise either an issue or complaint with Fairdeal Cabs.

Raising an issue or complaint with Fairdeal Cabs does not affect your statutory rights.

Please provide all details of your complaint below as this will allow us to gather all the necessary information help us investigate your complaint.

Please provide your full name, address & contact number.

Please provide details of your complaint including the name, vehicle & nature of your complaint.

Please provide any other details that you feel we should be made aware of to enable us to investigate this complaint.

We aim to deal with your complaint within 7 working days of receiving all relevant information & will be in contact with you once we have fully investigated all details provided to us & spoken to all parties concerned.

However should you feel that you are unhappy with our response to you then you may contact West Lothian Council's Licensing Team on this email address licensing@westlothian.gov.uk.