

## 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](mailto: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 48 hours 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.

However were the customer is not happy with the information provided by Fairdeal Cabs to them regarding their complaint we would then suggest contacting the Licensing Team @ West Lothian Council.

Regards  
Claire Leckie  
(Office Manager)