

Complaints Procedure

We aim to provide a service to our customers to the highest standards at all times. However, we must accept that due to a number of reasons there may be times when the service we provide to you may fall short of your expectations and that you would like to bring this to our attention, or make suggestions on how we can improve the service we offer.

Your complaints and suggestions are important to us, as this allows us to review any shortfall in our service.

How to complain

We want to make it as easy as possible to make a complaint or suggestion and this can be done in a number of ways by:

1. Completing the complaints form on our website
2. Emailing us on: enquires@brentct.or.uk
3. Writing to us at our registered address
4. Contacting us on: 020 3114 7022 and ask to speak to the Transport & Quality Manager or the Operations & Bookings Assistant.

What is the Complaints Procedure?

We have three stages of the procedure, which is outlined below:

Stage One

The people who can best deal with your complaint are those who directly provide the service and you should therefore address your complaint initially to the Transport & Quality Manager and Booking Assistant, who will investigate the circumstances of your complaint and respond to you in writing within 10 working days from the receipt of your complaint.

If your complaint is complex, it may take longer to fully investigate and we will keep you informed as the investigation progresses.

Stage Two

If you are unhappy with the outcome of **Stage One**, you can, giving the reasons for your dissatisfaction, refer the matter to the Chief Executive Officer (CEO) who will ensure impartiality by carrying out a full review of your complaint as if it had just been received and will respond within 10 working days of the implementation of **Stage Two**.

Stage Three

If you still remain dissatisfied with the findings at **Stage Two**, you can again, giving the reasons for your dissatisfaction, refer the matter to the Chair of Brent Community Transport (BCT), who will appoint a member of the board of directors to investigate your complaint.

The appointed Director may wish to interview you before reporting his/her findings to the Chair. The Chair of the Management Committee will write to you giving his/her final decision within 15 days of the implementation of **Stage Three**.