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**COMPLAINTS POLICY
AND PROCEDURES**

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Policy title:	Complaints Policy and Procedures
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Scope:	ALL 4 LOGISTICS LTD.– Entire company
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Associated documentation:	Customer Complaint Form
Appendices:	n/a
Approved by:	Caroline Millea Downing - Director

Review and consultation process:	Regular review on date above by Caroline Millea Downing
Responsibility for Implementation & Training:	Day to day responsibility for implementation is Caroline Millea Downing Day to day responsibility for training is Caroline Millea Downing

Revisions:		
Date:	Author:	Description:
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Distribution	Digital copy on Google Drive. Paper copy stored in Head office. Copy of Complaints Procedure in website Terms and Conditions page.
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1. Policy aim

All 4 Logistics seeks to maintain and enhance its reputation of providing high quality products and services. We value complaints as they assist us to improve our products, services, and customer service.

We are committed to being responsive to the needs and concerns of our customers or potential customers and to resolving complaints as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the way **All 4 Logistics** receives and manages a complaint. We are committed to being consistent, fair, and impartial when handling a complaint.

The objective of this policy is to ensure:

- Customers and our staff are aware of our complaint lodgement and handling processes.
- Customers and our staff understand our complaints handling process.
- All complaints are investigated impartially with a balanced view of all information or evidence.
- We take reasonable steps to actively protect all personal information.
- All complaints are considered on their merits considering individual circumstances and needs.

2. Scope

This policy applies to all staff and those subcontractors and suppliers handling customers on our behalf, except where the subcontractor or supplier has a different process stipulated within its contractual agreements.

3. Definitions

In this policy a complaint means an expression of dissatisfaction by a customer relating to a product or service provided by **All 4 Logistics** that requires a response.

This includes dissatisfaction about the service provided, including the conduct of staff, subcontractors or suppliers handling customers on ALL 4 LOGISTICS behalf or the process involved in deciding what actions to take or not to take. However ALL 4 LOGISTICS may not always class as complaints, issues that are raised informally and addressed quickly.

4. Responsibilities

- It is the responsibility of all members of staff at **ALL 4 LOGISTICS LTD** to provide the best customer service possible within our company values and guidelines and to resolve customers concerns as quickly, fairly, and thoroughly as possible.

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- All staff, team members, subcontractors and suppliers handling customers on our behalf, shall comply with this policy and procedures except where the subcontractor or supplier has a different process stipulated within its contractual agreements. Failure to do so may result in disciplinary action.
- ALL 4 LOGISTICS LTD view complaint as an opportunity to learn how we can continue to improve the services we provide to our customers. Where applicable, actions are taken to ensure that the problem does not occur again.

5. PROCEDURES

I. How to make a complaint

If a customer is dissatisfied with a product or service provided by ALL 4 LOGISTICS, the customer should in the first instance be encouraged to consider speaking directly with the staff member/s he/she/it has been dealing with. If the customer is uncomfortable with this or considers the relevant staff member is unable to address the concerns, he can lodge a complaint with us in one of the following ways:

- By completing a feedback form on its assigned management account.
- By completing a feedback or complaint, available on our offices or on our website at <http://www.all4logistics.co.uk/complaint-form> by downloading the form and sending it back to us via email or post. A copy of this form is attached at the end of this document.
- By telephoning us on +44 (0) 345 351 2884
- By emailing us at operations@all4logistics.co.uk
- In person by speaking to any of our staff members

If we receive a complaint verbally and we consider it appropriate, we may ask the customer to put the complaint in writing.

II. Information required.

When we are investigating a complaint, we will be relying on information provided by the customer and information we may already be holding. We may need to contact the customer to clarify details or request additional information where necessary. To help us investigate the complaint quickly and efficiently we will ask the customer for the following information:

- Name and contact details,
- The name of the person the customer has been dealing with about the service or product,
- The nature of the complaint,
- Details of any steps the customer has already taken to resolve the complaint,
- Details of conversations the customer may have had with us that may be relevant to the complaint,
- Copies of any documentation which supports the complaint.

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- If the complaint is about the conduct of one of our drivers, we will ask for information related to the time and place such conduct had taken place as well as information on the plate number or vehicle description and any pictures the customer might provide.

III. **Help when a customer makes a complaint.**

The person receiving or managing the complaint should provide the customer with any assistance necessary to make the complaint. However, if the customer considers further assistance is needed, he /she can contact ALL 4 LOGISTICS management, to the attention of:

Caroline Downing - Director

All 4 Logistics Ltd | 57 Lakes Industrial Est. Lower Chapel Hill Braintree CM7 3RU

+44 (0) 345 351 2884 - operations@all4logistics.co.uk

IV. **Recording complaints.**

- When taking a complaint, we will record the name and contact details of the person/company making the complaint. We will also record all details of the complaint including the facts and the cause/s of the complaint, the outcome and any actions taken following the investigation of the complaint. We will also record all dates and times relating to actions taken to resolve the complaint and any communications between us and the person or company making the complaint. All complaints received will also be logged in our Complain Log and Quarterly Complaint Review form to help management monitor them.
- As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.
- If a customer lodge a complaint we will record the personal information solely for the purposes of addressing the complaint.
- Any personal details will actively be protected from disclosure unless the customer expressly consent to its disclosure.
- Where a third-party supplier such as a driver or operator, was involved in the services, we may be required to speak with them to fully investigate the complaint thus the details of the complaint can be disclosed to the involved parties.

V. **Feedback to customers**

ALL 4 LOGISTICS is committed to resolving issues at the first point of contact; however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of the complaint within three (3) business days. Once the complaint has been received, we will undertake an initial review of the complaint. There may be circumstances during the initial review or investigation of the complaint where we may need to clarify certain aspects of the complaint or request additional documentation from the customer. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide the customer with feedback on the status of the complaint at that time.

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We are committed to resolving the complaint within 10 business days of the customer lodging the complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve a complaint within 10 business days, we will inform the customer of the reason for the delay and specify a date when we will be in a position to finalise the complaint process.

During the initial review or investigation stage we may need to seek further clarification or documentation from the customer to assist us in resolving the complaint. If we have sought clarification or additional documentation from the customer and we are waiting on the customer to provide this information, we may not be able to meet our 10-business day finalisation commitment. In such circumstances upon receipt of the customer's clarification or additional documentation we will indicate when we expect to be able to finalise the complaint process.

Once we have finalised the complaint process, we will advise the customer of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to the customer verbally.

The customer have the right to make enquiries about the current status of the complaint at any time by contacting us.

6. Our 6 STEPS COMPLAINT PROCESS

- **Step 1 - We acknowledge:** Within three business days of receiving a complaint we will acknowledge receipt of the complaint.
- **Step 2 - We review:** We undertake an initial review of the complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact the customer to clarify details or request additional information where necessary.
- **Step 3 - We investigate:** Within 10 business days of receiving the complaint we will investigate the complaint objectively and impartially, by considering the information the customer has provided us, our actions in relation to the customer's dealings with us and any other information which may be available, that could assist us in investigating the complaint.
- **Step 4 - We respond:** Following our investigation we will notify the customer of our findings and any actions we may have taken in regard to the complaint.
- **Step 5 - We take action:** Where appropriate we amend our business practices or policies, and we implement changes or actions to ensure the situation that originated the complaint is not repeated in the future.
- **Step 6 - We record:** We will record the complaint for continuous improvement process and monitoring through regular review, any personal information will be recorded in accordance with relevant privacy legislation.

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7. When the complaint is about one of our employees.

If a customer complains about a member of our staff, we will treat the complaint confidentially, impartially, and equally (giving equal treatment to all people). We will investigate the complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff members objectively by:

- Informing them of any complaint about their performance.
- Providing them with an opportunity to explain the circumstances.
- Providing them with appropriate support.
- Updating them on the complaint investigation and the result.

8. Complaints under the investigation of a regulator or a Law Enforcement Agency.

If a customer's complaint is currently being investigated by a relevant national, local or territorial consumer protection regulator or law enforcement agency we may cease to take further action in relation to the complaint pending finalisation of their investigation.

We will assist any agency with their investigations.

9. Complaint escalation process.

Where possible, we will attempt to resolve a complaint at the first point of contact. If we are unable to resolve the complaint at the first point of contact, we will undertake an investigation of the complaint and provide the customer with our findings.

If the customer is not satisfied with how the complaint has been handled, or the resolution provided by us, the customer can request us to escalate the complaint to the Road haulage Association (<https://www.rha.uk.net/>), for independent external review.

The approach will be to attempt to resolve the complaint through consultation, by working with both the customer and us, to determine the relevant facts and establish a common ground. This organisation will remain open and impartial throughout the consultative process and consider the customer's complaint and our actions, in attempting to resolve the complaint on their merits.

If the customer is not satisfied with the outcome of the RHA consultation process, they will escalate the complaint onto the Department of Transport. The Department of Transport will investigate the complaint, our actions in regards to the complaint and take reasonable steps to resolve the complaint, by reaching a fair and independent view. The Department of Transport can issue sanctions to us if in their opinion such sanctions are an appropriate response to the complaint. These sanctions can include us being required to rectify our actions such as providing a refund.

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10. The customer's rights under Consumer Law.

The consumer reserves the right to refer the complaint to the relevant local or national consumer protection agency at any time.

11. Road Haulage Association complaint process.

Complaints should be made by filling in the complaint form or post to the Peterborough office (Roadway House, Bretton Way, Bretton, Peterborough, PE3 8DD) for the attention of the complaints officer.

Complaints should be made as soon as possible and must be made within 6 months of the event. RHA will acknowledge the complaint within 7 working days and respond to the complaint within 30 working days. Complaints should contain as much detail as possible to enable the investigating officer to consider it thoroughly. The RHA is committed to resolving complaints as soon as possible so in the case of straightforward complaints, it may be possible for the RHA to respond within a week. Complaints that are of a more complex nature may take more time to investigate.

If a complaint is for a business partner service, RHA will engage the supplier in the complaint. The business partner will conduct their own investigations and, together with the RHA, respond within 40 working days.

If a complaint is complex or needs extra investigation time, the RHA will write to the complainant to advise that it may exceed the 30 or 40 day target.

All complaints are recorded and may form quality improvement plans.

All complaints will be treated in confidence and will only be discussed with the business partners involved.

RHA Contact Details:

Peterborough (Head office)

Roadway House
Bretton Way
Bretton
Peterborough
PE3 8DD

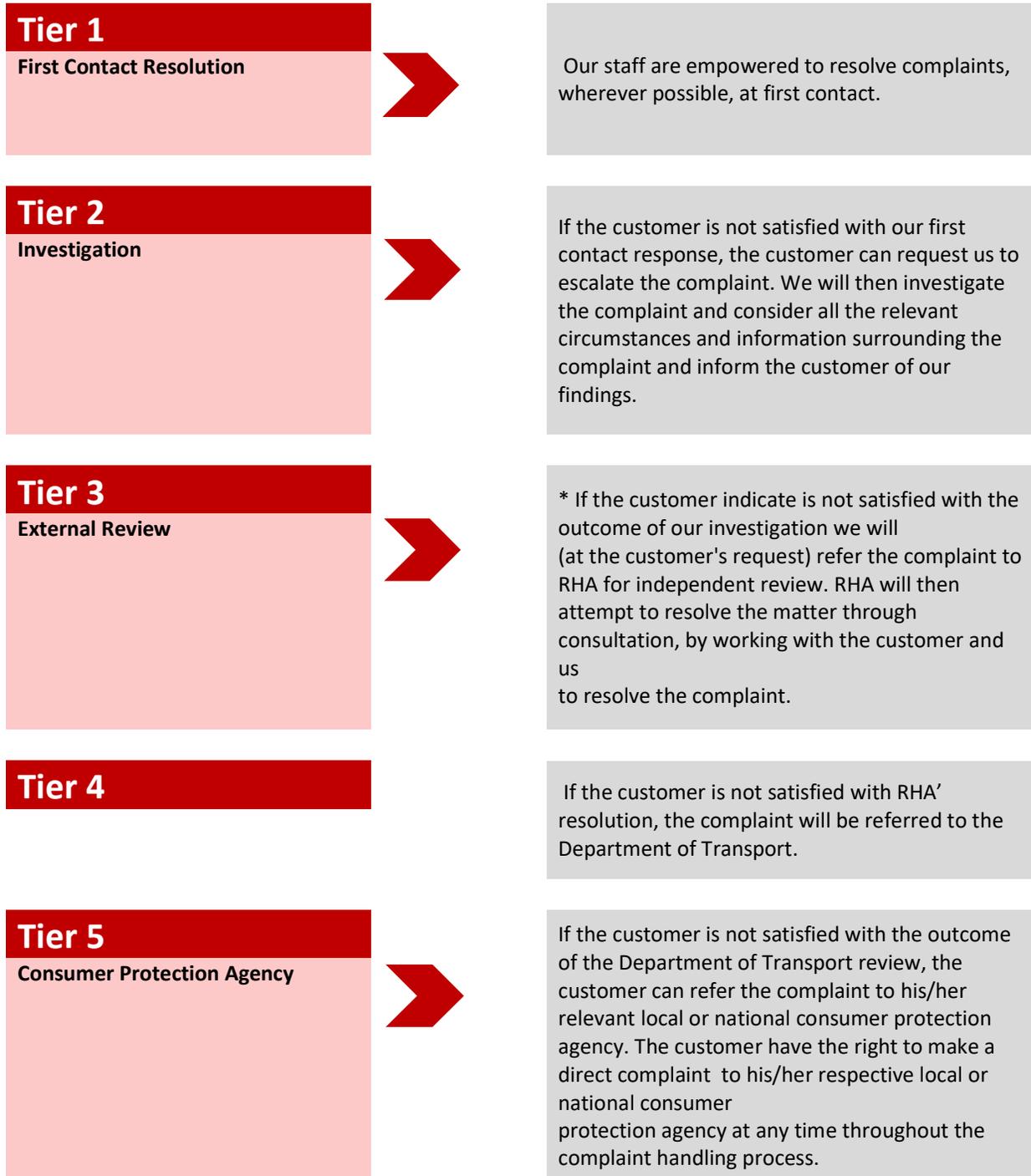
Tel: [01733 261131](tel:01733261131)

Email: headoffice@rha.uk.net

12. Escalation process diagram



Complaint Escalation Process



13. Complaint form



COSTUMER COMPLAINT FORM

To help us ensure that we understand your complaint and can respond promptly, please complete this form and return to the **All 4 Logistics Ltd.**

YOUR NAME: _____

NAME OF CUSTOMER

(if different): _____

Relationship to you: _____

YOUR ADDRESS: _____

YOUR PHONE NUMBER:

Business _____

Mobile _____

PLEASE DESCRIBE YOUR COMPLAINT:

Please be as specific as you can. Include any names or dates as this may help resolve your complaint. You can use the back of this form or attach additional information to describe your complaint. Don't forget to attach all necessary documentation if any.

Please tell us HOW WOULD YOU LIKE TO SEE YOUR COMPLAINT RESOLVED:

Details of any evidence: Do not forget to include all documentation, if any, to validate your complaint.

Signature

Date
