
COMPLAINTS PROCEDURE POLICY

Herts Cars is committed to providing a high quality, transparent and accessible service to everyone we deal with. In order to do this, we need you to tell us when we get things wrong. We want to help resolve your complaint as quickly as possible.

We handle any expression of dissatisfaction with our service which calls for a response as a complaint. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour of our staff in delivering that service
- any action, or lack of action, by our staff or drivers

We refer to these complaints as "service complaints".

Our standards for handling complaints

- We can receive complaints by letter or email, or alternatively by a representative if required. We treat all complaints seriously.
- You can expect to be treated with courtesy, respect and fairness always. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.
- We will treat your complaint in confidence.
- We will deal with your service complaint promptly. We will acknowledge receipt of a written complaint within 24 hours and a full reply within 5 days. Keeping you fully informed of any progress.
- All complaints are logged and updated on the outcome.

