**D J L & loweroak COMPLAINTS POLICY & PROCEDURE**

**D J L haulage is committed to providing high-quality services.**

 **We value complaints and use information from them to help us improve. If something goes wrong, or you are dissatisfied with our services, please tell us.**

**This document describes our complaints procedure and how to make a complaint. It also tells you what you can expect from us.**

 What is a complaint?

 A complaint is an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like: • failure to provide a service • our quality of service • treatment by or attitude of a member of staff • delays in responding to your enquiries • driving standards

Your complaint may involve more than one service.

Who can complain?

Anyone can make a complaint to us. We value all our stakeholders from government agencies, Vosa, local council, Members of the public, Road users, Clients, Competitiors, Staff

 How do I complain?

You can complain by phone, by e-mail or in writing.

When complaining, please tell us: • your name and contact details • as much as you can about the complaint • what has gone wrong • how you want us to resolve the matter

Procedure

 What happens when I have complained? Stage One – frontline resolution. We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.This is logged to aid training. If we can’t resolve your complaint at this stage, we might suggest that you take your complaint to Stage Two.

Stage Two – investigation Stage Two deals with complaints that have not been resolved at Stage One or are of a complex nature and are immediately apparent that detailed investigation is required. When using Stage Two, where appropriate we will discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for. We will provide a full response within 20 working days. If the investigation is particularly complex and we need longer than 20 working days to resolve the problem, we will keep you updated on progress.

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