# Complaints Policy & Procedure

**The Yard, Prees Heath, Whitchurch, Shropshire, SY13 3JX**

McFour Ltd work on the basis that whatever the nature of the complaint, it is a learning opportunity to improve our procedures and service to all parties encountering us because of our operational activities.
Delia McDermott & Jackie Davies are the point of contact for complaints and all complaints should be addressed either by telephone on 01948 667 023 or email at delia@mcfour-ltd.co.uk or jackie@mcfour-ltd.co.uk
A complaint is seen by us as an expression of dissatisfaction about our actions or inactions, or about the quality of service provided by us. Complaints can cover a wide range of things including the following:

- Failure to provide goods or services to meet the specification
- The quality of our services
- Treatment by or attitude of one of our operatives
- Delays in responding to anyone's enquiries in respect of the company
- The standard of driving of an employee in control of one of our vehicles

A complaint can involve one of the above or a combination of them. Anyone can originate a complaint whether they be our customer, employees, passengers, members of the public or other bodies who are affected by our activities and the actions of our employees.

**Complaints Procedure**
The purpose of the complaint's procedure is to ensure that complaints are investigated and used to improve operational performance through the resolution of any issues identified. The procedure is detailed in the Complaints Policy & Procedure Flowchart, as attached.

Stage 1- Frontline Resolution
A complaint can be made by telephone, email or in writing. The complaint will be recorded on our Communication Record form (where we record and investigate fully as soon as possible to identify whether control measure have failed and if operational improvements can be made. Any improvement action taken will also be recorded). A decision regarding the complaint will be notified within 5 working days.
If the complainant is satisfied with the decision, the complaint will be closed, and outcome and findings recorded.
Stage 2 – Complaint/Investigation
If the complainant is not satisfied their complaint was dealt with, this will be acknowledged within a further 3 working days and further investigations will be made. A decision will be made as soon as possible but within 21 working days, unless there is clear reason for extending this timescale.
Details relevant to complaint:

- Name and contact details
- The nature of the complaint
- Details to carry out an investigation into the circumstances surrounding the complaint
- What is the reason for the complaint?
- Identify any short-term actions to rectify the problem
- Identify things to improve and develop our procedures to prevent a further occurrence of the situation

Written confirmation of the decision, complaint is then closed, and outcome recorded.
McFour Ltd will review and act upon any complaint made against the company and will seek to learn from any issues raised by complaint to enhance our operational performance through our commitment to our continuous improvement policy.

The policy & procedure and records relevant to complaints, will be reviewed as required.

Signed M McDermott Date 01/02/2026

Mr Martin McDermott, Managing Director

## COMPLAINTS POLICY & PROCEDURE FLOWCHART

