

Complaints Policy.

Thomas of Rhondda Limited view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.

To make sure everyone at Thomas of Rhondda knows what to do if a complaint is received.

To make sure all complaints are investigated fairly and in a timely way.

To make sure that complaints are, wherever possible, resolved and that relationships are repaired.

To gather information which helps us to improve what we do.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint will:

Write down the facts of the complaint.

Take the complainant's name, address and telephone number.

Tell the complainant that we have a complaints procedure.

Tell the complainant what will happen next and how long it will take.

Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

If required, please write down your complaint and send it to:

Thomas of Rhondda Limited
Bus Depot
Aberrhondda Road
Porth
Rhondda Cynon Taff
CF39 0LN

Email: enquiries@thomasofrhondda.co.uk