



EXPRESS RAIL SERVICES



Complaints Procedure

The purpose of our complaints policy is to improve the quality of our services we provide, improve our relations with clients and candidates and encourage best practice by our employees.

A complaint is any written expression of dissatisfaction with our services, whether or not justified or not.

Objectives of the Complaints Policy

1. To ensure a consistent process – so that clients and candidates receive fair, consistent and structured approach to any complaint they make.
2. To provide a positive process – so that the outcome of complaints and any remedial action is used as a positive method of monitoring performance and improving services.
3. To provide a prompt response to complaints.

The Complaints Procedure

1. Where there is a complaint against a Consultant, it is recommended that the complainant should in the first instance, raise the matter with the Operations Manager in writing. Where there is a complaint against an Operations Manager, the complainant should raise the matter in writing to the Managing Director.
2. Complainants must provide relevant documentation and any documentary evidence supporting the complaint to enable the respondent to assess the basis of the complaint.
3. All complaints will be dealt with promptly, efficiently, courteously and systematically.
4. The respondent must acknowledge the complaint within the three working days with a letter stating what will be done and how long before a reply will be given. A copy of this letter must be copied to the respondent's Manager and retained on the database or relevant manual filing system.
5. All replies must be given within 14 days from the date of complaint.
6. The respondent must detail to the complainant in writing the outcome and findings and what action will be taken to prevent reoccurrence (as appropriate). Copies of all replies must be retained on the database or relevant manual filing systems and forwarded to the respondent's Manager.

Vexatious Complaints

We may, at any stage of the complaints procedure, review a complaint and give a decision, without formal investigation, where the Managing Director considers it to be deliberately repetitious or vexatious.