

COMPLAINTS POLICY

Purpose

Marks Transport Group to delivering a safe, efficient, cost-effective and sustainable transport service for the benefit of all service users.

What is a Complaint

A complaint or concern is an expression of dissatisfaction about an act, omission, or decision of Marks Transport Group. Complaints may be made verbally or in writing, and may be justified or not, but they require a response and or resolution.

We value all feedback and use the information provided to improve our services.

What can I complain about?

You may raise a complaint about, but not limited to:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- The standard or quality of service
- Company policies
- The conduct or attitude of a member of staff
- Failure to follow proper procedures

A complaint may involve more than one service or relate to someone acting on our behalf.

Who can complain?

Anyone can make a complaint to us relating to our services, including a representative acting on our behalf of someone who is dissatisfied.

Anonymous complaints:

Anonymous complaints will be referred to the company Directors to determine whether they should be investigated. Complaints deemed unacceptable (e.g. containing threats, abuse, or offensive language) will not be pursued and may be reported to the police.

Complaints regarding staff conduct will be handled by the HR Manager. All staff are expected to adhere to company policies and procedures.

Whistleblowing

Under the *Public Interest Disclosure Act 1998*, employees who “blow the whistle” on wrongdoing are protected. Employees may raise concerns without fear of detriment or dismissal.

How do I complain?

Oral complaints

Complaints do not need to be submitted in writing. We accept complaints by telephone or in person, provided they are not abusive or unacceptable. In some cases, we may request written confirmation.

Written responses

All responses will be clear, factual, and include explanations for decisions made. Where we are at fault, we will apologise and take steps to resolve the issue promptly.

Confidentiality

We respect the privacy of all complainants and will handle personal information in accordance with the Data Protection Act.

To make a complaint, please contact:

Ryan Hollingsworth - Transport Manager

Marks Transport Group

E-mail: ryan.hollingsworth@markstg.com

Tel: 01522 793816

Address: Unit 22 Blackthorn Way, Five Mile Business Park, Washingborough, Lincoln, LN4 1BF

When submitting a complaint, please provide:

- Your full name and contact details
- Details of the issue
- What has gone wrong
- Your preferred resolution

What happens after a complaint is made?

We will:

- Acknowledge receipt of your complaint within 3 working days
- Inform you who is handling your complaint

Our complaints process has two stages:

Stage 1 – Frontline Resolution

We aim to resolve a complaint quickly, often at the point of service. This may include an immediate apology and corrective action.

You will receive a response within 5 working days, unless there are exceptional circumstances. If unresolved, we will explain next steps and may escalate to Stage 2.

Stage 2 – Investigation

This stage applies to:

- Complaints not resolved at Stage 1
- Complex cases requiring detailed investigation

At this stage, we will:

- Acknowledge the complaint within 3 working days
- Discuss the issue with you where appropriate
- Provide a full response within 20 working days

If more time is required, we will inform you, explain the reason, and provide an updated timeframe.