

# DTPR095: Complaints Procedure

## Introduction

Customer satisfaction is our priority, however in the unlikely event that you are unhappy with any of our services, it is important to let us know, and we will take practical steps to investigate and resolve your complaint.

- We will acknowledge receipt of your complaint within 24 hours of receiving it.
- Our complaint resolution timeline is within 5 business days of receipt (except where we have agreed a different timeline with you), where this proves impossible, we will send you a holding letter or email after 5 business days to explain next steps.

## Making a Complaint

We strive to ensure all complaints are handled quickly, effectively, fairly, and honestly. You can send your complaints to us through the following channels:

- E-mail – CustomerExperience@drivetech.co.uk
- Telephone – 0344 264 6323 – option 3
- Web chats and Web forms – www.drivetech.co.uk
- Social media (inbox) - Facebook
- Complaint letters – Customer Experience Team, Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA
- Post-course surveys
- Sales Managers and Internal Account Managers

## Managing Complaints

We have a formal complaints process to reassure all parties that we'll investigate, resolve and learn from our mistakes. We include complaints/feedback within our improvement processes, building on our customer-focused approach.

## Time limits

Complaints should be raised as soon as the event occurs, complaints received more than 3 months later may take longer to resolve as investigations may be impaired by passage of time.

## Investigation and Resolution

While we follow set investigative procedures to understand what happened, we do include clients in the process. We interview any staff or witnesses involved, review evidence (e.g. recorded phone-calls) and provide an internal summary report.

We then respond to the client with:

- An overview of what happened
- Our resolution
- Explanation of whether the complaint is upheld or not

- Appeal process

## Learning Lessons

After each complaint, we identify what went wrong to cause the incident, and how to eliminate recurrences where appropriate.

## Appeal Process

We understand that you may not always be happy with a decision we have made regarding your complaint, if this is the case you can make an appeal by contacting

[complaintsappeals@drivetech.co.uk](mailto:complaintsappeals@drivetech.co.uk).

Please allow 10 business days for a review and subsequent communication.

## Amendment record

Date	Version number	Amendment
	0.1	Draft
12/05/2021	1.0	Published
24/11/2021	1.1	Published
14/02/2022	1.2	Published
24/03/2022	1.3	New template and branding