

CUSTOMER SERVICE POLICY

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Our company, as part of its compliance to its quality and customer satisfaction obligations, has a comprehensive customer complaint procedure and the involvement of senior staff and Directors until the matter is resolved to the satisfaction of all parties.

To ensure customer complaints or failures of communication or meeting customer requirements are fully investigated by the Quality Control Manager and/or Contract Manager and/or Managing Director they are addressed as soon as possible.

As such, our stages of response to a problem being reported will include :-

Recording and verify the problem to be resolved

Assigning an investigating Manager

Consulting with the complainant and parties to the incident

Producing recommendations/actions and parties to the incident

Producing recommendations/actions to resolve the issue to the Managing Director

Communicating the findings to the customer

Analysing the findings from the investigation and report to the customer

Implementing corrective measures and/or procedures to prevent recurrence.

We use the above stages to deliver our commitment to quality management and eliminate failure to meet the customer requirement.

GENERAL CUSTOMER COMPLAINTS

General customer complaints should be reported to complaints@globetaxi.co.uk and will be investigated by our Quality Control Manager via the above process.

CONTRACT COMPLAINTS

If verbal or written customer complaints are received they are recorded on a standard Customer/Client Complaint Form by our Contract Supervisor.

If the customer complaint is received by our Contract Team, we will endeavour to resolve the situation immediately to the satisfaction of the customer in consultation with the Contract Manager and report the outcome to the Managing Director. If not, it should be passed on to the Contract Manager who, in liaison with the relevant staff, investigates and evaluates the complaint and takes appropriate corrective action.

The Contract Manager will undertake an investigation to establish exactly what has occurred and if this issue relates to misunderstanding regarding the specification of the journey, rather than failure to perform to a satisfactory standard of courtesy and/or behaviour.

All staff members are made aware at their induction and training of our commitment to delivering high quality experiences of Globe services to the total satisfaction of the passenger.

The Contract Manager will communicate the outcome of all investigations to the customer within two working days ensuring that corrective action is undertaken and sign and date the Customer/Client Complaint Form to verify that action has been completed.

The Complaint form is then recorded on the MI and Non-Conformance spread-sheet which is examined and reviewed as part of the Monthly Performance Management (MI) Framework.

The Contract Manager and Managing Director will examine any learning from the investigation and will implement and revise any procedure and our training issue to ensure that this problem is prevented from re-occurring in accordance with the above stages. The company is committed to continuous improvement and the constant improvement of policies, processes and procedures to improve performance and provide highest levels of customer satisfaction.