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# Driver Require Ltd – Procedure

## Complaints

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## 1 PURPOSE

Driver Require is committed to providing a high-level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

## 2 OVERVIEW

### 2.1 Scope

This Procedure applies to complaints received by Driver Require Ltd from all third parties including drivers, clients and any other third parties with whom DRL interacts.

### 2.2 Compliance

All employees will be expected to comply with this Procedure and adhere to the timelines specified. Any breach of such a policy will lead to the appropriate disciplinary action.

## 3 DEFINITIONS

Abbreviation	Definition
DRL	Driver Require Limited
Other	Definition

## 4 PROCEDURE

If you have a complaint, please contact your named Account Manager by phone on 0345 222 2121 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact your relevant Branch Manager or Gwynne Lewis (Operations Director). You can write to them at: Driver Require Ltd, 1st Floor Niall House, 24-26 Boulton Road, Stevenage, Hertfordshire, SG1 4QX.

Complaints Process:

- You can expect an initial response to your complaint within 2 days. We will then send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint.
- We will record your complaint in our central register within a day of having received it.
- We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgment letter within 7 days of your reply.
- We will then start to investigate your complaint. This will normally involve the following steps:
  - We may ask the member of staff who dealt with you to reply to your complaint within 7 days of our request.
  - We will then examine the member of staff's reply and the information you have provided to us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
- The Branch Manager or Gwynne Lewis will then invite you to meet with them to discuss and hopefully resolve your complaint. They will do this within 7 days of the end of our investigation.
- Within 2 days of the meeting, they will write to you to confirm what took place and any solutions they have agreed with you.
- If you do not want a meeting or it is not possible, the Branch Manager or Gwynne Lewis will send you a detailed reply to your complaint. This will

include their suggestions for resolving the matter. They will do this within 7 days of completing their investigation.

- At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.
- If we have to change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

## 5 Appendix 1 – Document Change History

Date	Who	Comment
02/11/2020	K Smith	Final Draft