

Complaints Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.1
Effective date	04.07.2026
Review date	04.07.2027
Approved by	Director

Purpose

This policy provides a fair, clear and timely process for handling complaints from passengers, parents, carers, councils, schools, NHS or account clients, staff, drivers, escorts and members of the public. The aim is to resolve concerns, protect passengers and service users, identify learning and improve service delivery.

Scope

This policy applies to complaints about booking, dispatch, driver conduct, escort conduct, lateness, vehicle condition, handover, safeguarding, confidentiality, data protection, payment, cancellation, communication, accessibility or service quality. Where a council, school, NHS body or account client has stricter complaints handling timescales, escalation or reporting requirements, those requirements will be followed in addition to this policy.

Principles

- Complaints will be treated seriously, fairly and without prejudice to the person raising the concern.
- Complaints will be acknowledged, investigated and responded to within clear timescales.
- Urgent safety, safeguarding, serious conduct or data protection matters will be escalated immediately.
- Information will be handled securely and shared only where necessary for investigation, safeguarding, contract management, legal, insurance or regulatory purposes.
- Learning from complaints will be used to improve training, operational controls, risk assessments and service quality.

Methods of complaint submission

Complaints may be submitted using any of the following methods:

- By phone to the company office or nominated contract contact.
- By email to the company or nominated contract mailbox.
- By letter to the company postal address.
- Through a council, school, NHS body or account client contract route.
- In person at the company office where appropriate.
- Through TfL or another licensing / regulatory body where applicable.

The company will help complainants explain their concern where communication needs, disability, language barriers or vulnerability make this difficult. Anonymous complaints will be considered where enough information is provided to investigate the matter.

Roles and responsibilities

Role	Responsibility
Operations Manager	Owns day-to-day complaint handling, logs complaints, allocates investigations, monitors timescales, approves routine responses and ensures corrective action is recorded.
Designated Safeguarding Lead	Takes immediate responsibility for complaints involving safeguarding, child or adult welfare, serious conduct, abuse, neglect, inappropriate behaviour or safety risk.
Director	Reviews serious, high-risk, unresolved or escalated complaints and approves significant corrective action, contract notifications or regulatory referrals.
Data Protection Lead	Advises on complaint records involving personal data, data breaches, subject access or confidentiality concerns.
Drivers, escorts and contractors	Must report complaints, incidents or concerns immediately, cooperate with investigations and provide accurate statements when requested.
Administrative / operations staff	Record complaint information accurately, preserve evidence and ensure messages are passed to the responsible person without delay.

Complaint categories and urgency

Complaints will be triaged when received. The priority level will determine how quickly the complaint is escalated and investigated.

Priority	Examples	Action
Urgent / high risk	Safeguarding, safety, abuse allegation, serious driver conduct, data breach, missing passenger, accident or police matter.	Immediate escalation to Director and/or DSL. Notify council/client and external agencies where required.
Standard	Lateness, communication, vehicle condition, booking error, handover concern, service quality or complaint about conduct without immediate risk.	Log, acknowledge and investigate within normal timescales.
Low / service feedback	General feedback, minor communication issue or non-urgent dissatisfaction.	Record, review and respond proportionately.

Complaints management system

Urban Transit Solutions Ltd records and manages complaints through its complaints register and internal compliance records. The register is used to track open complaints, response deadlines, evidence, outcomes, escalation and corrective action.

Each complaint record will include, where applicable:

- Unique complaint reference number.
- Date and time received.
- Complainant name and contact details, unless anonymous.
- Passenger, route, booking, council/client or contract reference where applicable.
- Complaint category, priority level and responsible person assigned.
- Immediate safety or safeguarding actions taken.
- Evidence reviewed, including booking records, dispatch logs, driver or escort statements, call notes, emails, messages and vehicle records.
- Acknowledgement date, response due date, progress notes and revised timescales where required.
- Outcome, response sent, corrective action, lessons learned and closure date.

The register is reviewed by the Operations Manager to monitor overdue complaints, repeat issues and performance trends. Serious or safeguarding-related complaints are escalated to the Director and/or Designated Safeguarding Lead immediately.

Acknowledgement and response timescales

- Complaints will normally be acknowledged within 2 working days.
- Urgent safeguarding, safety, data breach or serious conduct complaints are escalated immediately and, where required, notified to the contracting authority or relevant agency without delay.
- A written response will normally be provided within 10 working days.
- If the matter is complex, requires information from a third party or forms part of a council/client investigation, the complainant will be updated and given a revised timescale.

Investigation procedure

1. Receive the complaint and confirm whether any immediate safety, safeguarding or data protection action is required.
2. Log the complaint in the complaints register and assign a unique reference number.
3. Acknowledge the complaint and explain the expected response timescale.
4. Assign the complaint to the responsible person and collect relevant evidence.
5. Gather booking records, dispatch logs, route information, driver or escort statements, call notes, emails, messages, vehicle records and client information where relevant.
6. Speak to relevant parties fairly and proportionately, ensuring no person is treated unfairly before the facts are established.
7. Decide whether the complaint is upheld, partly upheld, not upheld or inconclusive.
8. Record the outcome, response, corrective action, learning and closure date.
9. Escalate unresolved, serious, repeated or high-risk complaints to the Director or relevant contract contact.

Escalation process

Complaints will be escalated where they are serious, high risk, unresolved, repeated, involve safeguarding, involve a regulatory issue or where the complainant remains dissatisfied with the response.

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- Stage 1 - Operations Manager: routine service complaints are logged, investigated and responded to by or under the authority of the Operations Manager.
- Stage 2 - Director review: if the complainant remains dissatisfied or the matter is serious, the Director will review the complaint, evidence, response and corrective action.
- Safeguarding escalation: safeguarding concerns are referred to the Designated Safeguarding Lead immediately and may be referred to the commissioning body, school DSL, LADO, adult safeguarding team, police or other safeguarding agency where required.
- Contract escalation: council, school, NHS or account client complaints will follow the contract escalation route and reporting requirements.
- Regulatory escalation: licensing or regulatory complaints may be referred to TfL or the relevant licensing authority where applicable.

Safeguarding complaints

Safeguarding complaints must be referred to the Designated Safeguarding Lead immediately. The complaints process must not compromise a statutory safeguarding investigation. Where required, the company will notify the commissioning body, school Designated Safeguarding Lead, Local Authority Designated Officer, adult safeguarding team, police, TfL or another relevant agency. The company will preserve records and cooperate with external investigations.

Data handling and confidentiality

Complaint records may contain personal data and, in some cases, special category data or safeguarding information. Urban Transit Solutions Ltd will handle complaint information in line with UK GDPR, the Data Protection Act 2018, confidentiality requirements and the company Data Protection Policy.

- Complaint information will be accessed only by people who need it for investigation, safeguarding, contract management, legal, insurance, regulatory or service improvement purposes.
- Information will be stored securely in the complaints register, compliance records or controlled company files.
- Information will be shared with councils, schools, NHS bodies, safeguarding partners, police, insurers, TfL or other authorities only where lawful, necessary and proportionate.
- Data breaches identified during a complaint will be escalated to the Data Protection Lead and handled under the company data breach process.
- Complaint records will be retained only for as long as required for legal, regulatory, safeguarding, insurance and contract compliance purposes.

Council, school, NHS and account client complaints

Where a complaint is received through a council, school, NHS body or account client, Urban Transit Solutions Ltd will follow the contract reporting, investigation, response and escalation requirements. Contract terms may set shorter deadlines than this policy. The company will provide complaint updates, evidence, outcomes and corrective actions to the commissioning body where required.

Corrective action and learning

Corrective action will be proportionate to the complaint outcome and risk level. Actions may include:

- Driver or escort briefing, retraining, supervision, suspension from a route or removal from approved duties.
- Route change, revised handover arrangements, additional communication or updated passenger risk information.
- Vehicle inspection, cleaning, maintenance or removal of an unsuitable vehicle from service.
- Apology, refund, credit or service correction where appropriate.
- Procedure update, risk assessment update, contract review or additional monitoring.

Review and reporting

Complaints will be reviewed to identify trends, repeated issues and opportunities to improve service delivery. Review activity includes:

- Ongoing monitoring of open complaints, overdue actions and serious complaints by the Operations Manager.
- Review of repeated issues including lateness, driver conduct, communication, vehicle suitability, safeguarding, handover, invoicing or route reliability.
- Reporting complaint information to councils, schools, NHS bodies or account clients in line with contract requirements.
- Recording corrective actions and checking whether they have been completed and effective.
- Annual review of this policy and additional review after serious, repeated or high-risk complaints.

Fair treatment and malicious complaints

Complainants will be treated respectfully and will not be penalised for raising concerns in good faith. The company also protects staff, drivers, escorts and contractors from knowingly false, malicious, abusive or discriminatory complaints. Malicious or abusive complaints will be recorded and handled proportionately.

Records kept

The following records may be kept as part of the complaint file: complaint form or log entry, evidence reviewed, statements, emails or messages, acknowledgement, response, outcome, corrective actions, escalation notes, client reports, trend reviews and closure record.

Policy review

This policy will be reviewed annually and sooner if there is a serious complaint, repeated complaint trend, change in contract requirements, change in law or change in company operating arrangements.

Approval

Signed by	Mohamoud Mohamed
Position	Director
Organisation	Urban Transit Solutions Ltd
Date	04.07.2026
Signature	