



COASTAL ACCESSIBLE TRANSPORT SERVICE LTD

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Industrial and Provident Society 28439R (with charitable status)

CATS Customer Complaints process

At CATS we aim to provide a safe, respectful and reliable transport service. If something has not gone so well, we will want to know so we can put it right and improve our service.

How to make a complaint

You can tell us about your concern:

- By phone
- By email
- In writing
- In person to an employee or volunteer

If verbally we would encourage you to also put it in writing.

Please include your name and contact details, date of the incident, vehicle registration number (if known), where boarding and alighting, drivers name, the time, and what happened.

What happens next

We will aim to acknowledge your complaint in 2 working days

The CATS manager will review it fairly and confidentially

We will aim to respond within 10 working days wherever possible. We will advise you if there is a delay for any reason.

We will investigate and explain what we found and any action to be taken, Where the complaint is about a driver's conduct, it may not be possible to advise of the exact outcome, as this information may be of a sensitive nature.

If you are not happy

If you are not satisfied, you can ask for your complaint to be reviewed by a CATS committee member

Our promise

We take all complaints seriously.

You will be treated with respect and fairness

Your feedback helps us improve