

BSSL Complaints Procedure (Transport)

If you have a complaint

We really want to hear from you. We welcome your comments, as they give us the opportunity to put things right and improve our service.

In the first instance (Informal)

If you wish to make a complaint it is best to talk to a member of staff first either in person or by telephone. It will be the quickest way for us to respond and look into the problem. The object of this first stage is to resolve problems quickly, simply and fairly with the minimum formality.

In the second instance (Formal)

If you are unhappy with our response you have the right to complain to the Transport Manager within 10 working days who will endeavour to address and resolve your concerns within 10 working days.

Finally

However, if you are still dissatisfied after allowing the Manager the opportunity to deal with your complaint you should contact the Services Bursar, in writing, explaining why you are dissatisfied with the Manager's response. This should be received by the Services Bursar within 5 working days of the response from the Transport Manager.

Only in exceptional cases will the Services Bursar consider any complaint that has not been through the earlier stages.

If the Services Bursar comes to the conclusion that the complaint has been fairly settled at an earlier stage, or that the complaint is lacking in merit or substance, the Services Bursar may dismiss the complaint, and advise the complainant of the reasons for the decision. The Services Bursar will respond in writing to a letter of complaint within 10 working days, with as full a response as possible.

If the Services Bursar comes to the conclusion that there is substance to the complaint, the Services Bursar will decide on the relevant response in relation to the nature of the complaint. The Services Bursar will respond in writing to a letter of complaint within 10 working days, with as full a response as possible.

Once we have the full details of your complaint our promise is that we will normally take no more than 30 working days to respond fully to your issue.

However, there may be occasions when we require additional information or responses from you to complete our investigation. In this instance we will allow 10 working days for your response.

Contact Details

Mr D Horrocks	Transport Manager	01204 434711
Mr M S McDermott	Services Bursar	01204 434751

If you prefer to write or email

Transport Department

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The Services Bursar

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