

PUBLIC COMPLAINTS POLICY

CCVM Services LTD

1. Introduction

CCVM Services LTD is committed to providing safe, professional, reliable, and respectful private hire services. We take all complaints seriously and aim to resolve concerns fairly, efficiently, and professionally.

This policy explains how members of the public may raise complaints regarding services provided by CCVM Services LTD, our drivers, subcontractors, or any booking arranged through our company.

2. Scope of Complaints

Complaints may relate to:

- Driver behaviour or conduct
- Vehicle cleanliness or condition
- Dangerous or inappropriate driving
- Delays or missed bookings
- Overcharging or payment disputes
- Discrimination or harassment
- Lost property
- Customer service issues
- Communication problems
- Website or booking issues

- Any other concerns relating to our services

3. How to Make a Complaint

Complaints may be submitted through the following methods:

Email: ccvmservicesltd@gmail.com

Website: ccvmservices.com

WhatsApp: Available through our business contact number

When making a complaint, customers should provide:

- Full name
- Contact details
- Date and time of journey
- Pickup and destination locations
- Driver or vehicle details if known
- Description of the complaint
- Any supporting evidence if available

4. Complaint Handling Process

Upon receiving a complaint, CCVM Services LTD will:

- Acknowledge the complaint as soon as reasonably possible
- Review all relevant information
- Contact the driver or subcontractor involved where necessary
- Investigate the circumstances fairly and professionally
- Maintain confidentiality where appropriate
- Attempt to resolve the complaint within a reasonable timeframe

5. Serious Complaints

Complaints involving:

- Dangerous driving
- Criminal allegations
- Harassment
- Discrimination
- Threatening behaviour
- Safeguarding concerns
- Alcohol or drug misuse
- Violence or abuse

may be referred to:

- The relevant licensing authority
- The police

- Insurance providers
- Other appropriate authorities

CCVM Services LTD reserves the right to suspend or remove drivers or subcontractors from working with the company while investigations are ongoing.

6. Complaint Outcomes

Following investigation, possible outcomes may include:

- Explanation or clarification
- Apology
- Refund or partial refund where appropriate
- Driver warning
- Additional driver training
- Suspension of driver access to bookings
- Permanent removal of the driver or subcontractor
- Referral to licensing authorities or law enforcement agencies

7. Complaint Records

CCVM Services LTD maintains records of complaints for legal, licensing, insurance, and regulatory purposes.

Complaint records may include:

- Complaint details
- Investigation findings
- Communications
- Actions taken
- Outcome of the complaint

Records will be stored securely and handled in accordance with our Data Protection & Privacy Policy.

8. False or Abusive Complaints

CCVM Services LTD reserves the right to refuse further service or communication where complaints are found to be:

- Malicious
- False
- Abusive
- Threatening
- Repetitive without reasonable grounds

9. Customer Conduct

Customers are expected to communicate respectfully throughout the complaint process. Abuse, threats, discrimination, or harassment toward staff, drivers, or subcontractors will not be tolerated.

10. Escalation

If a complainant is dissatisfied with the outcome of their complaint, they may request further review or contact the relevant licensing authority responsible for regulating private hire operators.

11. Policy Review

CCVM Services LTD reserves the right to update this Complaints Policy at any time to reflect operational, legal, or regulatory changes.

12. Contact Information

CCVM Services LTD

Website: ccvmservicesltd.com

Email: ccvmservicesltd@gmail.com