



# Complaints Policy

September 2021

Version 5

## Contents

---

<b>Step 1: Contacting Us.....</b>	<b>1</b>
<b>Step 2: Taking your Complaint Further.....</b>	<b>1</b>
<b>How to Make a Complaint .....</b>	<b>2</b>
<b>Driving Complaints .....</b>	<b>2</b>
<b>Document Control.....</b>	<b>3</b>

The RTC Group is committed to providing good quality services and do not look on complaints as unwelcome. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

## **Step 1: Contacting Us**

---

The first step is to talk to a company representative this can be done quite informally, either directly or by telephone.

Usually, the best company representative to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within 10 working days or we will make some other arrangement acceptable to you.

## **Step 2: Taking your Complaint Further**

---

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to The Group HR Department, setting out the details, explaining what you think went wrong and what you feel would put things right. Your complaint will be acknowledged in writing within 5 days of receiving it and the letter will say when you can expect a full response and who will be dealing with your complaint. This should normally be within 14 days of acknowledgement unless the matter is very complicated. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

If you are not happy with the outcome, we will offer you the opportunity to appeal the decision to a Director, details of which will be made available to you in the outcome letter.

## How to Make a Complaint

---

**By email:** [hr@rtcgroupplc.co.uk](mailto:hr@rtcgroupplc.co.uk)

**By post:** Group HR Department, RTC Group Plc, The Derby Conference Centre,  
London Road, Derby, DE24 8UX

## Driving Complaints

---

Should The RTC Group receive a complaint regarding the contravention of the Road Traffic Act 1998 against an employee or contractor, including but not limited to parking and speeding fines, the Company reserves the right to pass this complaint directly across to the individual concerned in accordance with the RTC Group Company Vehicle Policy and the Ganymede Solutions Limited Driver Handbook. All driving complaints received by the RTC Group and its subsidiary companies will be reported to the Freight Operators Recognition Scheme (FORS) within 5 days.

## Document Control

---

V	DATE	AMENDMENTS	APPROVED BY	SIGNATURE
5	Sept 2021	Updated layout, revised document control, response time increased from 10 to 14 days	Lisa Bacon	