



Complaints Policy

Issue Date: 10th January 2024

Version: 1

Reviewed: Yearly

Next Review Due: 9th January 2025

Head Office:

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Operating Office:

Office 506
Jhumat House
160 London Road,
Barking
IG11 8BB

Approved and signed on behalf of the above companies

Mohammad Umar Hussain

Director

Dated.....10th January 2024.....

Happicars the trading name of all companies listed on this policy are a private hire vehicle operator (hereafter “the Operator”, “we” or “us”) licensed by Local Authorities (“the Council.”) In order to hold a licence the Council must be satisfied that the operator is fit and proper to be licensed under the Local Government (Miscellaneous Provisions) Act 1976.

It is a requirement of our licence conditions that we have a complaints policy setting out who you can complain to and how that will be dealt with by us.

Our relationship with you, our customer

Upon the acceptance of your booking for a private hire vehicle a contract of service is formed between us, the Operator and you, the customer. This contract is, unless stated or agreed otherwise, governed by law of England and Wales and falls within the protections set out in the Consumer Rights Act 2015.

When we accept your booking we will provide you with a licensed private hire vehicle and driver and meet any extra requirements that you may have requested and we have agreed to. We will allocate and despatch a vehicle and driver to you, with the expectation that the driver arrives on time with a clean and safe vehicle. The journey should be to your reasonable satisfaction – safe and comfortable and gets you to your destination at the expected time.

All our drivers and vehicles are licensed by Local Authorities and the conduct of our drivers is regulated by them.

Complaint types

Complaints are split into two categories. Those that are about our service and those that are about the conduct of a driver, the operator or a member of the operator’s staff.

Service complaints are those that involve any element of the performance of our service to you that does not meet your expectations. For instance, if you consider that the vehicle was too small, the ride was uncomfortable, the price was too high or the driver was late.

Conduct complaints relate to matters where an individual behaves in a way that you consider to be unacceptable and outside the remit of poor service. For instance, if a driver says something offensive to you, tries to overcharge you, discriminates against you or intentionally causes harm or damage to you or your property.

Sometimes a complaint can fall into both categories. For instance if the driver gives you the wrong change it could be a simple mistake or an intentional act.

Who to complain to:

Complaints about our service should be made to us.

You can write to us at:

Happicars

Unit 8, Reeds Farm Estate

Roxwell Road, Writtle

Chelmsford, Essex

CM1 3S

Email: info@happicars.com

Call: 01245 443 443

Information we need

The information that we need will depend on the nature of your complaint but as a general rule, we will need you to provide as much information as possible, and to do so as soon as possible after the incident.

For example, the type of information we may need is as follows:

The pick-up/drop off locations and the time of each;

The vehicle make, colour, reg number and plate number;

Description of driver and badge number,

Description of what happened;

Details of any witnesses;

Details of any loss or damages incurred by you – for instance, if a driver spilt coffee on you and you had your suit dry cleaned we would need an invoice/ receipt from you.

Informal Complaints about our service – Stage 1

Sometimes things do not go as we wish, we are all human and despite our best efforts mistakes are made. We encourage feedback in order to improve our service and you may simply want to let us know about an issue but not require any further action other than an apology.

All complaints about our service will be treated informally in the first instance. We will look into the matter and investigate in order to continually improve our service. You will be advised of this, and that if you wish to make a formal complaint you may do so in writing.

Formal Complaints about our service – Stage 2

If you are not satisfied with our initial response or if we consider the matter to be serious we will advise you to submit a formal complaint in writing by email or post.

Actions that we take when receiving your complaint

We will record all complaints made, and reference the driver or vehicle that the complaint was made about.

We will deal with your complaint, so far as we are able, in the strictest confidence. However, it is likely that it will relate in part to a driver or vehicle and some details may need to be shared with the driver in order to investigate the matter. We shall only share as much detail with the driver as necessary. We have a data protection policy that details how your data will be recorded and kept when a complaint is made.

We will investigate your complaint and provide a response to you. We aim to do this 7 days. A response will be provided to you in writing.

If we uphold your complaint we will seek to address it in a number of ways:

- 1) by apologising to you;
- 2) Providing you with some form of compensation or good will gesture;
- 3) Recompensing you for any loss, damage or suffering;
- 4) Referring the matter to the Council if necessary;
- 5) Referring the matter to the Police if necessary;

If we do not agree with your complaint we will inform you and refer you to this document of other actions that you may have open to you.

Matters to be referred to the Local Authority or Police

As we are regulated by the Local Authority you may complain to them in the first instance. However, where a complaint relates to service the Local Authority will not normally investigate and will refer to us. We ask that customers do not complain to the Council about the service we provide without first giving us the option to address your matter.

Some matters we cannot resolve, and whilst we welcome you letting us know, it is important that you let the appropriate authorities know. Due to data protection issues we cannot complain to them on your behalf.

If you allege that a crime has occurred you must report it to the police. If you are unhappy with the conduct of a driver or an individual working for the Operator you should complain to the Council. We will not ordinarily refer such matters on.

We will, however, refer to the Police and Council where an allegation is made that a criminal offence of a violent, sexual or dishonest nature is alleged. We will not pass on your details and request that you make the complaint to them. However, if you do not make a complaint to them the Police or Council may request your details under the exemptions of the Data Protection Act.

We are licensed with the following Local Authorities

- Chelmsford City Council – licence number: 003 - [01245 606606](tel:01245606606)
- Braintree District Council – licence number: PHO224 – 01376 557790
- Ashfield District Council – licence number 165 – licensing@ashfield.gov.uk
- Uttlesfield District Council – licence number PHO032, licensing@uttlesford.gov.uk
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- City of Wolverhampton Council – licence number PHOP282 – operator.lic@wolverhampton.gov.uk

If you are not satisfied with our response

If you are not happy with our response you can email the local authority on the details listed above and explain your complaint and the reasons you remain dissatisfied. You should forward on to them all the communication you have had with us. The Local Authority will let you know if they think the nature of your complaint is within their remit.

Alternatively you may wish to seek your own independent legal advice about the matter.

To discuss a complaint with us or contact us about our policy please contact: Mohammad Umar Hussain, Director, umar@happicars.com.