

## Complaints Policy

Bespoke Traffic and Highways Solutions Ltd (BT-HS) are committed to ensuring we operate the business with Safety and Quality as fundamental values. We value the feedback and opinions of our customers and consistently strive to improve the products and services we provide. We are dedicated to providing good customer service and an experience that meets customer requirements, treating customers fairly and with respect, behaving with honesty and integrity in our activities and relationships with customers and others.

BT-HS policies and procedures have been laid down in our integrated policy system. To ensure these we regularly review our business in accordance with the quality assurance programme ISO 9001:2015. Should any product or service not conform to our standards or our customers requirements, it is recognised, identified and controlled accordingly.

As a member of the BVRLA , BT-HS operates to it's code of conduct and are audited accordingly. We will respond to our customers in a timely and satisfactory manner and resolve problems quickly, providing clear and accurate information. We will keep customer and non customer information confidential.

If a customer is unhappy with our service or product provided we will deal fairly and promptly investigate the complaint. All complaints are taken seriously and we are dedicated to resolving them at the earliest possible stage.

Within 48 working hours we will:

- Acknowledge receipt of the complaint
- Provide a direct contact for the person/s handling the complaint including name and job title
- Provide a unique reference number to identify the complaint throughout the handling process
- If a complaint is made verbally it will be acknowledged in writing

Within 10 business days we will:

- Provide a final response or
- Send an interim response explaining why we are not yet in a position to resolve the complaint. This letter will indicate what further action is required and a completion date of no more than 20 business days from initial receipt of the complaint.

Within 20 business days we will:

- Provide a final response

## Final Response

Once the complaint investigation is completed we will issue a final response letter.

The final response letter will contain:

- A summary of the complaint and the outcome of our investigation
- Details of any redress which BT-HS feels is appropriate or the reason why no compensation has been offered
- Confirmation that the complainant, if dissatisfied with the final response, may refer the complaint to the BVRLA Alternative Dispute Resolution Service. This must be within six months of our final response as stipulated in the BVRLA eligibility criteria.



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