



# Paramount Executives – Complaints Procedure

## Purpose

This procedure explains how Paramount Executives receives, investigates and responds to complaints. Our aim is to handle every concern promptly, fairly and professionally.

## How Customers Can Make a Complaint

Customers can submit a complaint through any of the following:

- Email
- Telephone
- Website contact form
- Written letter (if required)

All complaints should include the booking date, time, pickup location and any details that help us investigate.

## What Happens When a Complaint Is Received

### 1. Acknowledgement

We will acknowledge all complaints within **3 working days**, confirming that the issue is being reviewed.

### 2. Initial Assessment

Management will check the details, verify the booking and decide what information is needed. This may include reviewing call records, GPS data, booking logs or driver notes.

### 3. Investigation

We will carry out a fair and thorough investigation. This may involve:

- Speaking with the customer
- Speaking with the driver involved
- Reviewing journey history or any relevant evidence
- Checking compliance with company policies and licensing rules

### 4. Response

Once the investigation is complete, we will issue a formal response within **10 working days**.

If more time is required, we will notify the customer.

## Possible Outcomes

Depending on what is found, actions may include:

- A clear explanation and/or apology
- Driver coaching or retraining
- A written or verbal warning
- Temporary suspension from our system
- Permanent removal of a driver in serious cases
- Updates to internal procedures to prevent recurrence



### **Record Keeping**

- All complaints are logged and stored securely.
- Records are kept for monitoring, training and licensing compliance.
- Complaint logs may be reviewed during council inspections.

### **If the Customer Is Not Satisfied**

Customers may escalate the matter to the council:

#### **Buckinghamshire Council – Taxi Licensing**

Licensing Enforcement, Communities Directorate

Tel: **01296 585605** (option 1 for Taxi Licensing)

Email: **[taxilicensing@buckinghamshire.gov.uk](mailto:taxilicensing@buckinghamshire.gov.uk)**

The Gateway, Gatehouse Road

Aylesbury, Buckinghamshire

HP19 8FF

### **Confidentiality**

All complaints are handled in confidence.

Only staff involved in the investigation will access the information.

### **Review**

This procedure is reviewed annually or sooner if operational or legal changes require it.

### **Signed:**

Paramount Executives

**Date:** \_\_\_\_\_20/11/2025\_\_\_\_\_