

Customer Service Policy

This is the statement of general policy and arrangements for:		MK Black Cabs Limited
M P AKHTAR, MANAGING DIRECTOR: MK BLACK CABS LTD		has overall and final responsibility for customer service and day-to-day responsibility for ensuring this policy is put into practice
Statement of policy	Responsibility of: Name/Title	Action/Arrangements (what we will do to implement the policy)
<p>MK Black Cabs is committed to provide a high quality professional service to its clients, working to the clients' guidelines and specifications and complying with all legal obligations as well as industry good practice.</p> <ul style="list-style-type: none"> It is our objective to build a customer service culture within the company and to constantly review our policies, processes and procedures to improve performance and provide the highest levels of customer satisfaction. In support of this objective, we have established this policy to set out how we will respond to those incidents where specified requirements are not achieved and where customer dissatisfaction is notified to us. 	MUHAMMAD P AKHTAR MANAGING DIRECTOR	<ul style="list-style-type: none"> All personnel are trained in the importance of delivering the highest standards of customer service: at induction as well as periodic follow-up training and continual assessment. In the unlikely event that a customer is dissatisfied with the service we provide, all complaints are fully investigated and addressed by the Marketing / Inspection Manager and/or the Managing Director. This investigation is carried out as soon an issue is reported. Our objective is to investigate immediately; and wherever possible, to rectify and resolve the matter to the satisfaction of all parties.
<p>We will follow a simple seven-stage procedure in responding to a problem being reported. In particular, we will attempt to:</p> <ul style="list-style-type: none"> Establish exactly what has occurred Understand if this issue relates to a misunderstanding regarding the specification of the journey, rather than failure to perform to a satisfactory standard of courtesy and/or behaviour. 	MUHAMMAD P AKHTAR MANAGING DIRECTOR	<ol style="list-style-type: none"> Receive notification of a problem – in person, by phone or email or through the 'Contact us' page on our website. Record and verify the problem to be resolved. Assign an investigating Manager. Consult with the complainant and parties to the incident. Report the findings from the investigation and discuss with the Managing Director. whet recommendations / actions are proposed to resolve the issue. Discuss findings and proposed actions with the customer / parties to the incident Implement corrective measures and/or procedures to prevent recurrence.
<p>The Marketing / Inspection Manager and Managing Director will examine any lessons learned from the investigation and will implement and revise any procedures and/or training to ensure that the problem is prevented from re-occurring.</p>	MUHAMMAD P AKHTAR MANAGING DIRECTOR	<ul style="list-style-type: none"> We will communicate the outcome of all investigations to the customer within five working days, ensuring that corrective action is undertaken where required. We will detail the incident in a Non-Conformance log with a record of what action has been taken.

Signed: MP AKHTAR	<i>Muhammad P Akhtar</i>	Date:	20 th December 2017
--------------------------	--------------------------	-------	--------------------------------

Annex: complaint submission via the website

The following form is loaded onto our website, to allow customers to lodge a complaint with us by this method as an alternative to contacting us by phone, in person or by email. (In any case, it is used by us to log the details of a complaint if that complaint is received by other means.)

SUBMIT A TICKET

If you have a complaint, please send us a ticket using this form. We will reply to you as soon as possible.

Your Name*	
Your Postal Address*	
Your Email Address*	
Your Phone Number*	
Date of Journey*	
Time of Journey*	
Details of your complaint*	
Vehicle Registration Plate Number	
Vehicle Council Plate Number	
Driver Badge Number / Call Sign Number	