



Customer Complaints and Suggestions Policy

Westway CT

240 Acklam Road

London

W10 5 YG

020 8964 4928

Westway Community Transport Limited is an exempt charity registered with the FSA as an Industrial & Provident Society no.27317R.

Complaints Procedure

Westway CT's day-to-day running depends on both paid staff and volunteers. We aim to provide a professional, polite and efficient service. Should we fail to meet your expectations we would hope to sort things out informally and as quickly as possible. The nature of our service means there may be unavoidable delays to your journey. We always strive to minimise such inconveniences and hope you will understand. If we cannot resolve matters informally you can go through our official Complaints Procedure. If appropriate we can also suggest an independent mediation service that could help you. Alternatively you may wish to use a friend or advisor of your own.

When to use the Complaints Procedure

If you have tried to sort out your complaint informally but are still unhappy, we can provide a complaints form to begin the official Complaints Procedure. Alternatively you can contact the Director of Westway CT on 020 8964 4928 or write to the Director by letter or email: complaints@westwayct.org.uk.

Stage One

Once your complaint has been received by the Director your complaint will be logged. The

