



Our Complaints Handling Policy

Terago Ltd
Glass Pod 5
Airport House
Purley Way
Croydon CR0 0XZ

Co Reg No: 10565119

VAT Reg No: 302945811

TfL Operator Licence No 009648

We welcome complaints and feedback:

We always welcome feedback from our customers and service users (good or bad) and all comments, suggestions and feedback are reviewed by a senior member of the Management Team.

How to complain:

If you have cause to complain you may either do so by completing the feedback and complaints form on our website www.terago.uk or by telephoning 02038657072 or emailing us hello@terago.uk. We will record your complaint electronically in every case and this will be passed to the Management for attention. A record of your complaint is made available to Transport for London licencing officers.

How we handle complaints:

We will endeavour to resolve any concerns fairly, effectively and promptly. We will try to resolve your complaint within a timely manner. Where this is not possible and for more complex complaints which require further investigation:

We will send you a written acknowledgement of your complaint within two business days of receipt.

We will send you full resolution of your complaint within two weeks of receipt. If we are unable to resolve your complaint within two weeks of receipt, we will send you a letter explaining why we are not in a position to resolve your complaint and an indication of when we will make further contact.

If your complaint has still not been resolved within eight weeks of receipt we will send you:

A letter explaining why we have still not resolved your complaint with an indication of when you will hear further details from us, and

Details of how you can make a complaint to our Regulator – Transport for London.

Escalated Complaints:

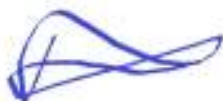
Where we receive a complaint that raises issues of safety or allegations of possible criminality, we may take interim measures such as suspending the person concerned from working with us and notifying Transport for London and/or the Police of the details of the complaint.

Dismissal of Drivers:

Where we find a complaint against a driver to be serious enough that we terminate our relationship with the Driver, we will inform the Regulator Transport for London using the established procedures and they will then take appropriate action as they see fit following a review of the Driver's fitness to remain licensed.

Revised 29/03/2023

Signed



David Lane Director

Next Review Due: 29th March 2024