



Complaints Policy - Revised April 2016

Policy Statement:

The Big Lemon views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at The Big Lemon knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Big Lemon.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in The Big Lemon. This includes, but is not restricted to, customers, passengers, suppliers, investors, road-users and members of the local community. A complaint can be received verbally, by phone, by email, through social media channels or in writing.

This policy does not cover complaints from staff, who should use The Big Lemon's Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Directors.

Raising awareness of the Policy

This policy forms part of induction training for The Big Lemon's staff and is also included in annual refresher training. It is also available on the contact page of our website: www.thebiglemon.com/contact

Review

This policy is reviewed regularly and updated as required.

Signed: 

Date: 4 April 2016

Name: Tom DrUITT

Position: Managing Director

