

Customer Complaint Process

1. Introduction

BEAR Scotland aims to provide a 'no surprises' culture with regards to impacts on local communities and aim to identify any issues, and mitigate where possible, in advance.

Our complaints handling procedure reflects BEAR Scotland's commitment to serving the public. It seeks to resolve issues at the point of service delivery, and where necessary to conduct thorough, impartial and fair investigations of complaints.

2. How we identify a complaint

We would identify a complaint as any dissatisfaction our customer feels about an aspect of our service, policies or actions and decisions. A complaint is not a request for a service or an enquiry.

A complaint could be when a customer feels:

- Delay in responding to your enquiries and requests
- Our staff were unhelpful or were not polite
- We have failed to meet one of our customer service promises
- We gave unclear or misleading advice
- Our policies or procedures are incorrect or unfair
- Unhappy with our actions or decisions

3. Reporting a Customer Complaint

All official complaints should be registered using the BEAR Scotland unit specific website, social media, or in writing.

Electronic customer complaints can be submitted through the unit specific website 'Report a defect or Make a complaint' section.

When submitting a Customer Complaint, please supply:

- Your full name and address
- As much as you can about the complaint
- What has gone wrong
- How you want us to resolve the matter

Telephone complaints can also be actioned by phoning 0800 028 1414.

Customer complaints raised through social media are monitored and where appropriate replied to by either the Media & Communications Officer, or an appropriate Manager.

4. How we will respond when we receive a Customer Complaint

When we receive a complaint, we welcome it as an opportunity to improve our relationship with our customers and to improve our service.

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5. What we will do when we receive a Customer Complaint

The customer can report their complaint in writing, email, social media or via the BEAR Scotland Unit specific websites.

Written, email and telephone complaints will be registered by our Control Room resources into our correspondence register and issued to the relevant manager for action.

Complaints via social media are monitored and where appropriate replied to by the Media and Communications Officer, or an appropriate Manager.

Customer Complaints will be responded to within 10 Working Days.

If the complaint is unresolved this will be escalated to the Operating Company Representative. If following this procedure, the complaint is still not resolved to the satisfaction of the complainant it will be subject to a final review by the Managing Director.

If a complainant reaches the end of this process and still feels cause for the complaint; they may approach Transport Scotland which may consider their complaint.