



# BEAR Scotland

## Customer Complaint Process

### Introduction

BEAR Scotland's complaints handling procedure reflects our commitment to serving the public. We aim to be easy to contact, professional, respectful and importantly, to listen and to respond. Our complaints procedure seeks to ensure that customer complaints are recorded, investigated and resolved in a fair, thorough and timely way.

Complaints provide a first-hand account of the customer's views and experience of the service we provide and can highlight problems that may otherwise be missed. Handled well, complaints can give our customers a form of redress when things go wrong and can also help identify areas for continual improvement.

This procedure summarises how we deal with complaints and how you can get in touch with us.

### How to make a complaint

Complaints can be made via:

- Our website's contact form: [here](#)
- Email: [enquiries@bearsotland.co.uk](mailto:enquiries@bearsotland.co.uk)
- Phone:
  - Traffic Scotland's Customer Care Line: 0800 028 1414
- In writing: BEAR Scotland, BEAR House, Inveralmond Road, Perth, PH1 3TW

When submitting a complaint, please supply:

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

Social media is monitored for complaints and, where applicable, complainants may be asked to contact the team direct to allow the issue to be dealt with, recorded and responded to within the complaints process.

### How your complaint will be dealt with

We aim to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff. Written complaints are logged within our correspondence register and passed to the relevant manager for a response.

Complaints by phone or in person are answered by our administration team or network hub and control room staff, depending upon office hours. We may follow up an oral complaint to seek further details in writing.

We will acknowledge receipt of your complaint within one working day and let you know who is dealing with it.



In certain circumstances we may contact you to discuss your complaint in more detail to understand what outcome you are looking for.

We aim to provide a full response within 20 working days, unless there are exceptional circumstances. If the investigation into the complaint is expected to take longer than 20 working days, we will agree a revised timescale with you and keep you updated.

We will provide a full, clear explanation for decisions taken. If we are at fault, we will apologise and seek to remedy the situation as soon as possible.

### **What if you are still not satisfied?**

Some complex complaints may require a different approach. Where appropriate, we may consider mediation or conciliation using suitably trained and qualified mediators to try to resolve the matter in a satisfactory way. Timescales for mediation will be by mutual agreement.

If you reach the end of this process and still feel cause for complaint, you may approach the [Scottish Public Services Ombudsman](#).

### **Our commitment**

All complaints will be dealt with professionally, seriously and cordially. All personal information provided will be respected in compliance with the Data Protection Act 2018.

## **FAQs**

### **1. What is a complaint?**

A complaint is any expression of dissatisfaction about the standard of service provided in relation to operational matters, actions or decisions. For example, a complaint may relate to:

- A delay in responding to enquiries or requests.
- An inadequate standard of service.
- Treatment by or attitude of a member of staff.
- Our failure to meet one of our customer service promises.
- The provision of unclear or misleading advice.
- Policies or procedures that are deemed incorrect or unfair.
- A customer's unhappiness with our actions or decisions.

### **2. What is not a complaint?**

A complaint is not:

- A routine first-time request for a service.
- A request for compensation.
- Issues that are in court or have already been heard by a court or a tribunal.
- Disagreement with a decision where a statutory right of appeal exists.
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where a final decision has already been provided.
- Decisions or actions relating to either the Scottish Government or Transport Scotland regarding funding policy or political matters.

Complaints relating to either Scottish Government or Transport Scotland regarding funding, policy or sensitive political matters shall be passed to Transport Scotland.



### **3. Who can make a complaint?**

Anyone who receives, requests or is affected by the BEAR Scotland's services can make a complaint. We will accept complaints raised by third parties providing the customer has given their personal consent.

All complaints, including anonymous complaints, are treated seriously. All complaints are recorded and investigated. If an anonymous complaint does not provide enough information BEAR Scotland may decide to take no further action. Any decision not to pursue an anonymous complaint must be authorised by the Operating Company Representative.

Any anonymous complaint, written or verbal, which is considered unacceptable, such as those containing threats, verbal abuse, derogatory remarks or rudeness, will not be pursued further and in some cases may be reported to the police.

### **4. Time limit for making complaints**

BEAR Scotland will consider complaints raised within six months of the customer becoming aware of the problem. We may consider complaints beyond this time if there are special circumstances.