



# Airport Transfer Complaints Policy

## 1. Policy Commitment

[Elite Commutes] is committed to providing high-quality, safe, and reliable airport transfer service. We view complaints as an opportunity to learn and improve. We promise to deal with all complaints fairly, confidentially, and efficiently.

## 2. How to make a complaint

To allow for a thorough investigation, complaints should be submitted in writing within "30 days" of the travel date.

- **Email :** [info@elitecommutes.co.uk]
- **Required Information:** To investigate effectively, please provide
  - Full name and contact details
  - Date and time of travel
  - Driver/Vehicle details (if known)
  - Specific details of the issue
  - Proposed resolution

## 3. Investigation Process & Timelines

- **Acknowledgment:** We will acknowledge receipt of the complaint within **2 working days**.
- **Investigation:** A customer Service Manager will investigate the matter, reviewing dispatch logs and speaking with the driver involved.
- **Response:** We aim to provide a full, written response within **14-28 days**.
- **Safety Matters:** Any complaints regarding safety or reckless driving will be escalated immediately.

## 4. Resolution and Address if the complaint is upheld, we may offer:

- An apology.
- A partial or full refund for the service.
- A complimentary future transfer.

## 5. Escalation:

If you are unsatisfied with our final response, you may escalate the issue to [Wirral Taxi Licensing/Alternative Dispute Resolution (ADR) body if applicable].

Phone: 07927 393 298  
Email: info@elitecommutes.co.uk  
Website: www.elitecommutes.co.uk