CUSTOMER COMPLAINTS POLICY

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APPROVED BY	Chief Operating Officer
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POLICY OWNER	Compliance Team

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Public

At Route 101, we are committed to delivering exceptional service and ensuring every customer interaction is positive. However, we understand that sometimes things may not go as expected. If you're unhappy with any aspect of our service, we want to hear from you - and we promise to take your concerns seriously.

Our Commitment to our Customers

- We will listen to your complaint with empathy and respect
- We will acknowledge your concerns promptly
- We will work with you to find a fair and timely resolution
- We will use your feedback to improve our services

How to Make a Complaint

You can raise a complaint through any of the following channels:

- Email: nc@route101.com
- Phone: 0333 011 0400
- In person: Speak to any member of our team

What Happens Next

- **Acknowledgement:** We will acknowledge your complaint within 2 working days.
- **Investigation:** Our team will investigate the issue thoroughly and fairly. We may contact you for more information to help us understand what went wrong.
- **Resolution:** We aim to resolve complaints within 10 working days. If a solution takes longer, we will keep you updated throughout the process.
- **Escalation:** If you are not satisfied with the progress or resolution of your complaint, it will be escalated to member of the Escalation Team who will investigate the complaint status and ensure appropriate action is taken to resolve the issue.
- **Follow-Up:** Once resolved, we may follow up to ensure you're satisfied with the outcome and to gather any further feedback.
- **Learning and Improving:** Every complaint helps us improve. We review all feedback to identify trends and make changes that enhance our customer experience.

If you have any questions about this policy or need help submitting a complaint, please don't hesitate to contact us.