



Your community transport provider

Complaints Procedure

Introduction:

North Area Transport Association (NATA) is committed to maintaining and improving an effective system for handling complaints. A complainant should have the opportunity to raise a complaint without fear of prejudice and knowing that their privacy and confidentiality will be respected at all times during the process.

What is considered to be a complaint?

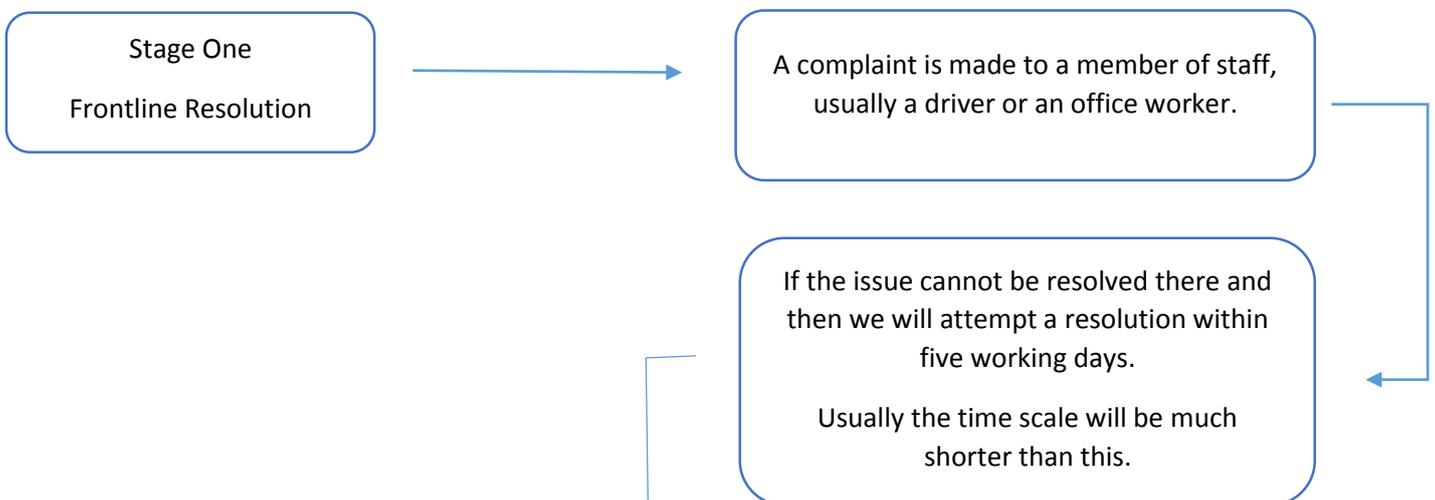
A complaint is an expression of dissatisfaction by one or more individuals about an action or lack of action, or about the service provided by or on behalf of the North Area Transport Association (NATA).

The following are **not considered complaints**:

- An initial request for a hire or a place on a training course.
- A request for information about a policy or procedure.
- A grievance lodged by a member of staff, which would be handled through the internal Grievance Procedure.
- An appeal or dissatisfaction with a decision made as a result of a complaint.

How will we handle your complaint?

Our complaints procedure has two stages.





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