
BLACK & WHITE CABS (WA) PTY LTD

PO1 – Complaints Management Policy

Document Reference	PO1 – Complaints Management Policy
Date	28 th December 2018
Document Status	Final
Version	1.1
Revision History	1.0 July 2015 : Initial Release

Table of Contents

1. Policy Statement	3
2. Review and Update of the Policy Statement	3
3. Purpose	3
4. Scope	3
5. Security Framework	3
5.1. Annual Review Policy	3
5.2. Policy Breaches	4
5.3. Policy Creation and Distribution	4
6. Responsibilities	4

Attachments

Checklist 1: Recording Complaint Data	5
Checklist 2: Service Standards for Dealing with a Complainant & Subject	6&7
Checklist 3: Service Standards for Conducting a Review	8
Appendix 2 – Complaints Handling Categories and Thresholds for Referral ...	9
Appendix 3 – Complaint Notification Letter Template – Complainant	10
Appendix 4 – Complaint Notification Letter Template – Subject	11
Appendix 5 – Complaint Outcome Letter Template – Complainant	12
Appendix 6 – Complaint Outcome Letter Template – Subject	13

1. Policy Statement

This Black & White Cabs (WA) Pty Ltd Complaints Management Policy ("Policy Statement"): Sets out Black & White Cabs (WA) Pty Ltd's high level requirements for the management of complaints across Black & White Cabs (WA) Pty Ltd in relation to complaints from customers of taxi services.

- Customers
- Operators and drivers

2. Review and Update of the Policy Statement

The Policy Statement and associated company Policies are reviewed at least annually by Black & White Cabs (WA) Pty Ltd's Office Manager to ensure:

- The business meets its obligations to the company's vision.
- The business meets its obligation to the Director General, Department of Transport under section 29 of the Taxi Act 1994.

The Black & White Cabs (WA) Pty Ltd's Office Manager will undertake the technical review of this policy statement and associated company policies. Any changes to this policy will be communicated to all relevant staff members and the Director General, Department of Transport's designated representative.

3. Purpose

This document details the complaints management strategy for Black & White Cabs (WA) Pty Ltd in relation to the responsibilities, management and recording of complaints. Its aim is to provide a detailed understanding of Complaints Management responsibilities for all levels of staff, contractors, operators and drivers.

4. Scope

- Fleet Services Manager is responsible for the administration of this policy.
- All staff required to facilitate this policy are responsible for the management of and compliance with the policy.

5. Security Framework

5.1. Annual Policy Review

All Policies are reviewed and where necessary updated on at least an annual basis, or upon significant change to structure of the Policy.

The review process ensures that:

- Policies in place are still required.

- Any new Company, legal or Department of Transport initiated requirements are identified that require changes in current policy or practice.

5.2. Policy Breaches

Company disciplinary procedures will be invoked in the case of staff or contractors breaching the Policy Statement and /or any supporting policies or standards.

5.3. Policy Creation and Distribution

The Black & White Cabs (WA) Pty Ltd's Office Manager has overall responsibility for the creation and distribution of Policies and Procedures and in this case, to document how the complaints management policy is distributed for viewing by all employees and third parties who are authorised to do so.

6. Responsibilities

There are four (4) complaint categories/areas of responsibility.

Complaint Categories	<ol style="list-style-type: none"> 1. Complaints which Taxi Dispatch Services shall investigate and resolve 2. Complaints which the Department of Transport shall investigate and resolve 3. Criminal matters which must be referred to the WA Police and/or other agencies 4. Complaints that do not fall within the scope of this policy <p>For details see appendix 2</p>
Taking Complaints	<ul style="list-style-type: none"> • Complaints may be received from various sources • Complaints maybe made against multiple parties • Complaints about civil matters may be resolved without the involvement of Black & White Cabs or the Department of Transport • All complaints must be recorded by Black & White Cabs <p>For details see checklists 1 - 3</p>
When Responsibilities Change	<p>When appropriate, complaints that relate to an offence must be escalated and referred to the Department of Transport. For example, Black & White Cabs shall refer a matter that involves multiple (offence) complaints against a driver if it meets the referral thresholds in appendix 2. Black & White Cabs shall escalate a complaint if it is of the view that it is a matter of public safety.</p> <p>For details see appendix 2</p>
Accessibility	<p>Black & White Cabs is responsible for ensuring that the process for lodging a complaint or seeking a review is transparent and accessible to complainants.</p>

Checklist 1: Recording Complaint Data

✓

Unique Identifier	<input type="checkbox"/> Complaint Reference Number (use DoT number)
Complainant Details	<input type="checkbox"/> Name <input type="checkbox"/> Phone Number (number to best contact the complainant on) <input type="checkbox"/> Email <input type="checkbox"/> Home Address <input type="checkbox"/> Date and time complaint received <input type="checkbox"/> Complaint Category (see appendix 2) <input type="checkbox"/> File created
Details of the Complaint	<input type="checkbox"/> Date and time of incident resulting in the complaint <input type="checkbox"/> Taxi plate number (if applicable) <input type="checkbox"/> Driver ID Number (if applicable) <input type="checkbox"/> Subject name (who the complaint is about) <input type="checkbox"/> Fare charged (if applicable)
Booking Details	<input type="checkbox"/> MTData booking number (if applicable) <input type="checkbox"/> Method of booking creation (if applicable) <input type="checkbox"/> Complainant Name (person making the complaint) <input type="checkbox"/> Pickup address and GPS location (if applicable) <input type="checkbox"/> Destination address and GPS location (if applicable) <input type="checkbox"/> Details of complaint
Action and Follow-up Details	<input type="checkbox"/> How the complaint was received (telephone, email etc.) <input type="checkbox"/> Record of communications from the complainant and subject; and action taken including date and time of each communication and action <input type="checkbox"/> Record of complaint outcome and actions taken <input type="checkbox"/> Record of person making decision on complaint outcome <input type="checkbox"/> Date and time of complaint outcome and how advised to the complainant and subject (must be in writing by email, facsimile or posted letter) <input type="checkbox"/> Record of person facilitating communications and actions (may be the same person as making the decision on the complaint outcome) <input type="checkbox"/> Record of penalty or remedial action (if any)

Checklist 2: Service Standards for Dealing with a Complainant and Subject

✓

Timeframes

Privacy`	<input type="checkbox"/> Complaint Reference Number (use DoT number)	At all times
Timeframes	<input type="checkbox"/> Complainant acknowledged (including reference number)	Forwarded within 3 business days
	<input type="checkbox"/> Minor complaints resolved	Forwarded within 6 business days
	<input type="checkbox"/> Serious complaints resolved	Forwarded within 10 business days (after complaint acknowledgement)
Method Received	<input type="checkbox"/> Telephone <input type="checkbox"/> Website <input type="checkbox"/> Facsimile <input type="checkbox"/> Email <input type="checkbox"/> In person <input type="checkbox"/> Was a translator required <input type="checkbox"/> TTS or NRS used	Not applicable
Confirmation given Process and Rights Explained	<input type="checkbox"/> Reference number given to Complainant <input type="checkbox"/> Complainant advised of process and timeframes <input type="checkbox"/> Complainant advised as to what information is shared with DoT <input type="checkbox"/> Complainant is given a contact number and advised who to ask for <input type="checkbox"/> Subject informed of complaint and given reference number <input type="checkbox"/> Subject advised of process and timeframes <input type="checkbox"/> Subject advised as to what information is shared with DoT <input type="checkbox"/> Subject is given a contact number and advised who to ask for	At time of lodgement with the Complaints Management Department
	<input type="checkbox"/> If delays, complainant is informed of the timing and nature of the delay <input type="checkbox"/> If delays, subject is informed of the timing and nature of the delay	When delay occurs
Confirmation of Outcome	<input type="checkbox"/> Complainant is advised of outcome with explanation. If evidence is rejected, this should be included in the explanation	Refer to Checklist 3 – Service Standards for Conducting a Review

	<ul style="list-style-type: none"><input type="checkbox"/> Complainant is given opportunity to respond and advised they may seek a review<input type="checkbox"/> Subject is advised of outcome with explanation. If evidence is rejected, this should be included in the explanation<input type="checkbox"/> Subject is given opportunity to respond and advised they may seek a review	
--	--	--

Checklist 3: Service Standards for Conducting a Review

✓

Timeframes

Review Process and Rights Explained	<input type="checkbox"/> The process for, and allowable timeframes for seeking a review (in writing only) is fully explained in the letter of notification (this will also be advertised on the Black & White Cabs website)	Within 3 business days in writing or if verbal, immediately
Options for Seeking a Review	<input type="checkbox"/> Complainant and/or subject is advised about the following options for seeking a review of the decision. Option 1: Complainant and/or Subject can ask Black & White Cabs for a review of the decision Option 2: Complainant and/or Subject can contact Consumer Protection for assistance	Within 3 business days in writing or if verbal, immediately
Review Request must be in Writing	<input type="checkbox"/> Complainant has be advised to specify in writing only, exactly what they would like reviewed <input type="checkbox"/> Complainant has been advised to specify in writing why they disagree with the outcome	Within 3 business days in writing or if verbal, immediately
Where a Review is Conducted by Black & White Cabs	<input type="checkbox"/> If the complainant and/or subject requests Black & White Cabs for a review, a review must be conducted	Advised within 3 business days in writing or if verbal, immediately
If the Matter is Referred for Review by another Government Agency or Organisation.	<input type="checkbox"/> Confirm that the Complainant is aware of the review <input type="checkbox"/> Follow ‘Service Standards for Conducting a Review’	Refer Appendix 2

Appendix 2 – Complaints Handling Categories and Thresholds for Referral

Black & White Cabs shall escalate a complaint if it is of the opinion that it is a matter of public safety.

Category	Subcategory	Threshold (refer to DoT)	Referral Timeframe	Referral Format
Driver	Behaviour	3 (52)	3 business days	Email
	Customer Service			
	Authority to drive (ID)	1 (0)	1 business day	Telephone & Email
	Authority to work			
Taxi User Subsidy Scheme (TUSS) – administration error	2 (12)			
Overcharging	Not using the meter	2 (52)	3 business days	Email
	Charge more than the meter			
	Incorrect operation of the meter (e.g. start hiring early)			
	Non-authorized fees			
	Tax invoice/receipt not issued	3 (52)		
	Not using most economical route			
Vehicle Standards	Inside	3 (52)	3 business days	Email
	Outside			
Company	Taxi did not arrive at pickup	3 (1)	3 business days	Email
	Taxi late for pickup			
	Customer service			
TUSS	Fraud	1 (0)	1 business day	Telephone & Email

Note: ‘Threshold (refer to DoT)’ means that on that occurrence e.g. on the third occurrence of a driver behaviour complaint, the complaint would be referred to the DoT. Additionally, 3 (52) means the third occurrence in a 52 week period.

‘Vehicle Standards’ – means a specific vehicle.

‘Company’ (excluding customer service) means a specific vehicle.