

Customer Complaints Procedure

Here at E&M Horsburgh we take great pride in the standard of customer Service offered by our staff, however sometimes things can go wrong.

If you have a complaint about our organisation or services we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can contact E&M Horsburgh

Anyone who is:

- Receiving a service from E&M Horsburgh Ltd
- Has reason to contact the company with a comment/ feedback or a complaint

How to contact E&M Horsburgh

E&M Horsburgh would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact E&M Horsburgh and, if you feel able, speak to a member of staff alternatively you can contact us by email at reception@emhbus.com or on Facebook/ Twitter

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

*E&M Horsburgh
180 Uphall Station Road
Pumpherston
Livingston
EH53 0PD*

01506 432251

What Happens Next?

You will receive acknowledgement of your complaint within 3 working days. You may be contacted to make sure that we have understood your complaint properly.

You will receive a response to your complaint within 10 working days of its receipt.

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Eric Horsburgh
Director

Mark Horsburgh
Director