



## Passenger Conduct, Complaints and Feedback Policy

### Purpose

This policy sets out how Peters Travel manages passenger conduct, complaints, and feedback in a structured, fair, and safety-focused manner.

The purpose of this policy is to ensure that:

- Passenger behaviour is managed in a way that protects safety and dignity
- Complaints and feedback are handled professionally and transparently
- Learning from passenger experiences is used to improve safety and service
- The operator's reputation and regulatory standing are protected

This policy supports compliance with:

- The Public Passenger Vehicles Act 1981
- The Health and Safety at Work etc. Act 1974
- Traffic Commissioner Statutory Guidance and Directions
- DVSA expectations regarding passenger complaints, driver conduct, and operator oversight

Passenger interaction is recognised as a key risk area for PSV operators due to the direct public interface.

### Scope

This policy applies to:

- All passengers using Peters Travel services
- All drivers and staff involved in passenger-facing activities
- All PSV journeys, including service, private hire, and positioning movements

It covers passenger conduct, complaints handling, feedback collection, and corrective actions.

### Principles of Passenger Interaction

Peters Travel operates on the following principles:

- Passengers must be treated with respect, fairness, and professionalism
- Safety of passengers, drivers, and the public takes priority at all times
- Complaints and feedback are opportunities for learning and improvement
- Issues are handled proportionately, promptly, and transparently
- Drivers are supported in managing difficult situations appropriately

Passenger conduct management is treated as a safety and governance issue, not merely a customer service matter.



## **Roles and Responsibilities**

### **Operator Licence Holder**

The Operator Licence Holder is responsible for:

- Ensuring systems exist to manage complaints and feedback
- Reviewing serious or repeated complaints
- Supporting corrective actions where required
- Ensuring learning is embedded into policies and training
- Managing the complaints and feedback process

### **Transport Manager**

The Transport Manager is responsible for:

- Investigating complaints relating to safety or driver conduct
- Identifying trends or recurring issues, Ensuring appropriate action is taken
- Escalating serious matters to the Licence Holder

The Transport Manager ensures complaints are addressed objectively and fairly.

### **Drivers**

Drivers are responsible for:

- Conducting themselves professionally at all times
- Managing passenger behaviour calmly and respectfully
- Avoiding confrontation where possible
- Prioritising safety when dealing with disruptive behaviour
- Reporting incidents, complaints, or concerns promptly

Drivers must not tolerate behaviour that compromises safety.

### **Passenger Conduct**

Passengers are expected to behave in a manner that does not:

- Endanger themselves or others
- Distract or threaten the driver
- Damage the vehicle or equipment

Where unsafe or disruptive behaviour occurs, drivers may:

- Request passengers to comply with safety instructions
- Stop the vehicle at a safe location if necessary
- Contact management or emergency services where appropriate

Passenger safety takes precedence over completing a journey.



## Complaints Handling

Complaints may be received via:

- Direct communication, Written correspondence, Electronic communication

All complaints are:

- Acknowledged promptly, Logged and recorded and Investigated proportionately
- Responded to in a professional manner

Complaints involving safety, driver conduct, or vehicle condition are treated as **priority matters**.

## Investigation and Response

When investigating complaints, the Transport Manager will consider:

- Driver reports and statements
- Vehicle and journey information
- Any available records or evidence
- Relevant policies and procedures

Outcomes may include:

- No further action
- Feedback or coaching
- Additional training
- Procedural changes
- Escalation to the Licence Holder

Responses are factual, respectful, and transparent.

## Feedback and accolades

Passenger feedback, including compliments and suggestions, is encouraged.

Feedback is used to:

- Identify strengths and good practice
- Highlight areas for improvement
- Inform training and policy updates

Learning from complaints and feedback is embedded into continuous improvement processes.



### **DVSA and External Reporting**

Where complaints are escalated externally, including to DVSA or other authorities:

- The Transport Manager coordinates responses and The licence holder is informed
- Relevant records are reviewed and preserved

Open and honest engagement with regulators is maintained where required.

### **Records and Documentation**

The following records are maintained:

- Complaints log
- Investigation notes and outcomes
- Correspondence and responses
- Corrective actions taken

Records are retained in accordance with legal and operational requirements.

### **Review and Continuous Improvement**

This policy is reviewed:

- Annually
- Following serious complaints or incidents
- Following regulatory or operational changes

The complaints handling process evolves as the business matures.

Position: Company Director - Peter's Travel Ltd

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**PETER'S TRAVEL LTD.**  
Professional Coach & Passenger Transport Services