



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