



Complaints Procedure

1. Introduction

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future.

2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

3. How you can make a complaint

You can complain by sending an email to us, or you can send a written complaint by post. Alternatively you can telephone us but please be aware we may, where appropriate, ask you to provide further details in writing.

To make a complaint regarding the Home to School Transport Service:

Email:

schooltransport@eliteservicesltd.com

Telephone: 0161 480 0617

Address: Unit 3/6 Adswood Industrial

Estate

Adswood Road

Stockport

SK3 8LF

To make a complaint regarding Day Trips & Holidays or Private Hires:

Email: sales@eliteservicesltd.com

Telephone: 0161 969 5117 / 0161 480 0617

Address: Unit 3/6 Adswood Industrial

Estate

Adswood Road

Stockport

SK3 8LF

To make a complaint regarding the Driver Training Programme:

Email: drivingschool@eliteservicesltd.com

Telephone: 0161 480 0617

Address: Unit 3/6 Adswood Industrial

Estate

Adswood Road

Stockport

SK3 8LF

To make a complaint regarding Smiths of Marple:

Email: sales@smithsofmarple.com

Telephone: 0161 427 2825

Address: Unit 3/6 Adswood Industrial
Estate
Adswood Road
Stockport
Sk3 8LF

To make a complaint regarding the Carsville Coaches:

Email: sales@carsvillecoaches.com

Telephone: 0161 748 2698

Address: Unit 3/6 Adswood Industrial
Estate
Adswood Road
Stockport
Sk3 8LF

4. How we handle complaints

A Manager will initially review the complaint. We will acknowledge a complaint within the time parameters below:

Home To School Transport:	48 hours/ 2 working days
Day Trips & Holidays:	5 working days
Private Hire:	5 working days
Driver Training:	5 working days
Smiths of Marple:	5 working days
Carsville Coaches:	5 working days

Complaints must be received within the time parameters below:

Home To School Transport:	5 days
Day Trips & Holidays:	14 days
Private Hire:	14 days
Driver Training:	14 days
Smiths of Marple:	14 days
Carsville Coaches:	14 days

We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we agree a different time scale with you.

5. Time limits

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than time limits set out above, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

6. If you are dissatisfied with the outcome

At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Director who has not had any dealings with your matter to review the initial decision. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Policy Last Review: 8th October 2026

Next Review: 8th October 2027