



Bernard Kavanagh & Sons Ltd.

Coach Tour Operators

PEOPLE TO PLACES IN COMFORT AND STYLE

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COMPLAINTS

In spite of our best efforts to provide a high-quality service at all times, there may be occasions when the service provided does not meet the high standards that we set out for ourselves or that a customer might reasonably expect. It is always our intention to deliver a high standard of service to our customers. In the event of customer dissatisfaction, we are happy to investigate the matter with the aim of quickly finding a resolution.

We value customer feedback as an important contributor to our objective to continuously improve customer service.

We have established simple and effective complaint procedures so that problems can be resolved quickly and efficiently.

The purpose of the client's complaint resolution process is to provide clients with an accessible, straightforward avenue to seek resolution of a complaint.

Complaints will be assessed in accordance with the following principles:

- We acknowledge our mistakes and put them right if we can.
- We will treat complaints with priority and give a timely response.
- We will be fair.
- We will try to see things from the client's perspective and understand and therefore address why they think we were wrong.
- We will not be defensive of existing decisions – we will take a genuine fresh look at the issues raised.

Some other than the original decision maker will look at the individual case on its own merits.

Date: 2 January 2019