

COMPLAINTS PROCEDURE

Document Type: Customer Policy

Company: Knyazeva Ltd

Business: Private Hire & Executive Chauffeur Services

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Knyazeva Ltd is committed to providing a professional, reliable and respectful service.

We recognise that, on occasion, a customer may have concerns about the service they have received.

We take complaints seriously and aim to deal with them fairly, promptly and professionally.

1. How to Make a Complaint

Customers are encouraged to contact Knyazeva Ltd as soon as reasonably possible after the matter occurs.

A complaint can be made using the contact details provided on our website.

Where possible, please provide:

- your name;
- contact details;
- date and time of the journey;
- pick-up and destination;
- details of the booking;
- a clear description of the concern;
- any relevant supporting information.

Complaints may be submitted in writing by email or through another communication method provided by Knyazeva Ltd.

2. Acknowledgement

Knyazeva Ltd will acknowledge receipt of a complaint as soon as reasonably practicable.

Where further information is required, we may contact the customer to clarify the circumstances of the complaint.

3. Investigation

Complaints will be reviewed fairly and objectively.

Depending on the nature of the complaint, Knyazeva Ltd may consider:

- the booking information;

- journey details;
- communications with the customer;
- information provided by the driver;
- relevant company records;
- any other information reasonably available.

The purpose of the investigation is to establish the relevant facts and determine whether any action is appropriate.

4. Response

Knyazeva Ltd will provide a response once the complaint has been reviewed.

Where appropriate, the response will explain:

- the outcome of the investigation;
- any relevant findings;
- any action taken or proposed;
- any further information required from the customer.

Where a complaint cannot be resolved immediately, the customer will be kept reasonably informed of progress.

5. Serious Complaints

Complaints involving allegations of serious misconduct, discrimination, safeguarding concerns, threats, violence or other significant matters will be treated with appropriate priority.

Where necessary, the matter may be referred to the relevant authority or organisation.

Safeguarding concerns will be dealt with in accordance with the Knyazeva Ltd Safeguarding Policy.

6. Complaints Regarding Accessibility or Disability

Knyazeva Ltd will take particular care when considering complaints concerning disability, accessibility or equality.

Such complaints will be considered in accordance with our Equality & Disability Policy.

7. Confidentiality and Personal Information

Information provided as part of a complaint will be handled appropriately and in accordance with applicable data protection requirements.

Information will only be shared where there is a legitimate reason to do so.

8. Outcome and Corrective Action

Where a complaint identifies an issue with the company's service or procedures, Knyazeva Ltd will consider whether corrective action is appropriate.

This may include:

- providing clarification or an apology;
- reviewing a company procedure;
- providing additional driver training;
- improving communication;
- taking other reasonable steps to prevent a similar issue from occurring.

9. Customer Cooperation

Customers are asked to provide accurate information and any relevant evidence that may assist in reviewing their complaint.

Knyazeva Ltd will treat customers respectfully throughout the complaints process and expects the same standard of behaviour in return.

Abusive, threatening or discriminatory behaviour towards staff or drivers will not be tolerated.

10. Review

Knyazeva Ltd will periodically review complaints received to identify recurring issues and opportunities to improve the quality and safety of its services.

11. Contact

To make a complaint, please contact Knyazeva Ltd using the contact details provided on this website.

We encourage customers to raise concerns with us directly so that we have an opportunity to investigate and address them appropriately.