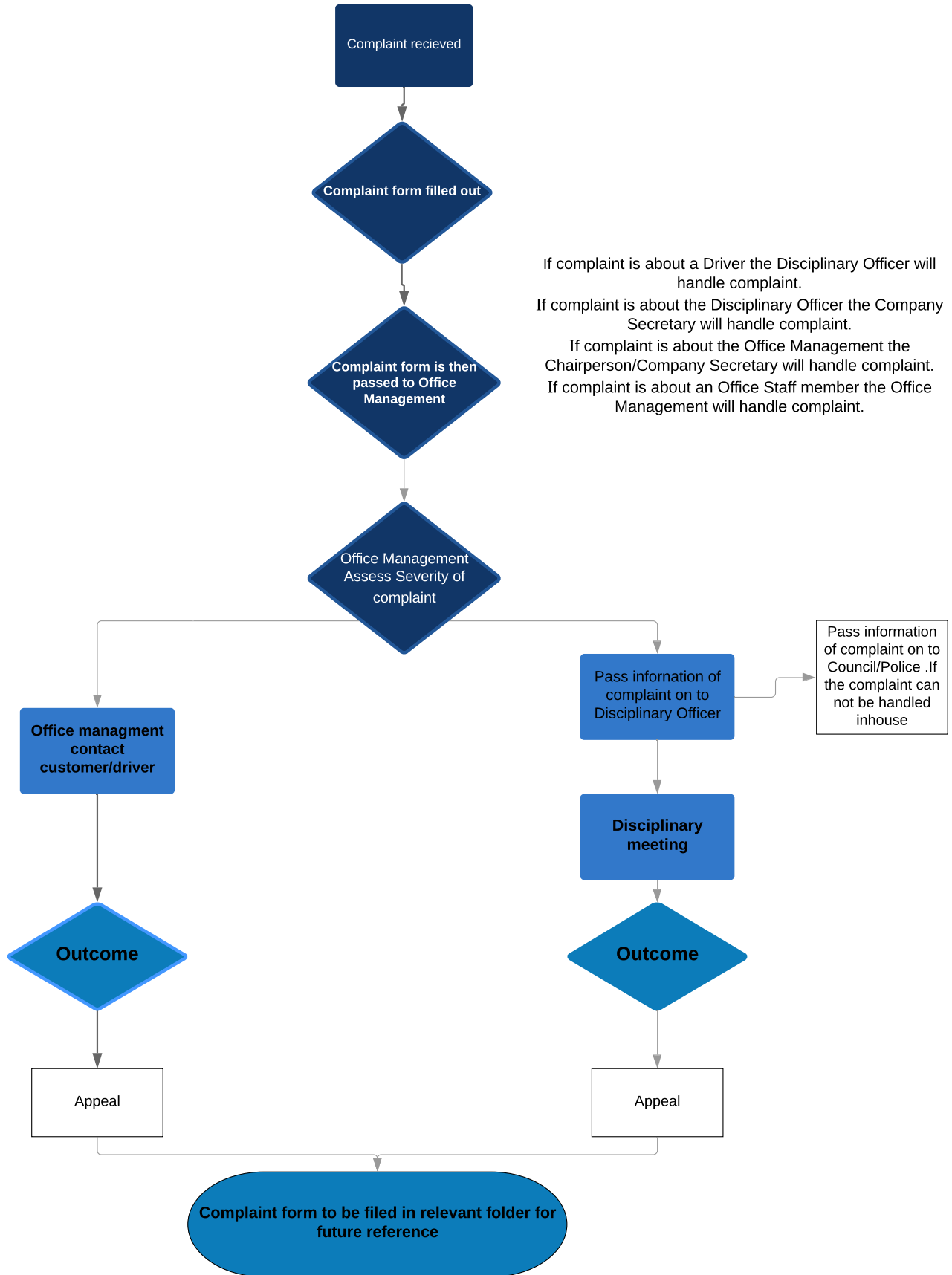


Complaints Procedure

A1 Rushmoor Radio Taxis Ltd



If complaint is about a Driver the Disciplinary Officer will handle complaint.
If complaint is about the Disciplinary Officer the Company Secretary will handle complaint.
If complaint is about the Office Management the Chairperson/Company Secretary will handle complaint.
If complaint is about an Office Staff member the Office Management will handle complaint.