



Feedback and complaints

At fonaCAB we try to ensure that each and every journey takes place as efficiently and successfully as possible, regardless of where or when you are travelling with us

We appreciate however that sometimes a journey might not go to plan, and you may have good reason to complain about your experience or wish to provide some feedback.

We welcome feedback as an opportunity to improve our services, and any complaints you may have that we can investigate and address what has happened.

Complaints and feedback should be sent in the first instance to our Customer Service Team at customerservice@fonacab.com. Please note that GDPR and company privacy policies may prevent us from disclosing specific operational and personal information regarding passengers, staff and drivers. This includes journey data and customer communication. We are also unlikely because of privacy rules to discuss any query with anyone other than the complainant who in most cases will be the affected passenger.

In order for us to address your query quickly and effectively, we ask that you provide the following information

- Your contact information including your name, the name the journey was booked under (if different), the telephone number you used to make the booking (in the case of APP bookings this will be your mobile number associated with your account) and your email address
- Details of the journey you are querying. If you have a booking reference number, please provide that. If not, information like your pick up and destination addresses and the date and time of your journey will help us find the relevant information
- A summary of your complaint / feedback – for example if the taxi arrived late or if you have a query over the fare. Please detail the issue you experienced

If you wish to provide general feedback about fonaCAB and not a specific journey, please also send your comments to customerservice@fonacab.com

Please note that if you flagged your taxi down or agreed a journey directly with the driver on street, it is unlikely we will have a record of your journey. As such, identifying individual drivers to address queries is difficult as you have not booked with fonaCAB.





Addressing your complaint

- The information you provide is logged and a record kept in our customer service database
- A member of the Customer Service Team will investigate your complaint. This may involve
 - Contacting you if further information is required
 - Contacting your driver to gather further information from their perspective
 - Referring to other members of staff, customers or third parties
 - Sourcing other relevant information
- A member of the Customer Service Team will respond to your query in the appropriate channel – e.g. by phone or by email.
- We endeavour to provide an initial response to all queries within 24 hours of receipt except where the query is received over a weekend. If this is the case we will respond at the earliest opportunity after our Customer Service Department reopens after the weekend.
- Responses to queries which require further investigation will be issued as soon as available

While we investigate and respond to any complaints received, we appreciate that the outcome may sometimes not be what you are expecting or hoping to hear

If you wish to appeal any decision taken, we will reopen any query on submission of additional information that you provide. If the matter has already been addressed or resolved and a response given, it will not be considered further unless new information is received

Where queries are intended to harass, annoy or purposely cause trouble for fonaCAB staff, or in the case of repetitive queries where no new information has been provided, the complainant will be advised that no further correspondence relating to the query will be undertaken. A record of your query will remain on file

If you are unhappy with how your query has been addressed, passengers can refer any query to the DVA at dvtaenforcements@infrastructure-ni.gov.uk

Should any query involve a criminal act we recommend that passengers contact the PSNI. fonaCAB will respond and comply with any requests for information received.

